

**DRAFT COPY OF**

**APPLICATION FOR FISCAL YEARS 2008 AND 2009  
COMMUNITY SERVICES BLOCK GRANT FUNDS**

**MONTANA DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES**

## I. EXECUTIVE SUMMARY

### A. CSBG State Legislation

State legislation authorizing receipt and disbursement of CSBG is filed as Attachment 1 to this plan. The legislation defines eligible recipients, funding allocation percentages and formulas, and program plan submission requirements.

### B. Designation of Lead State Agency to Administer CSBG

The Governor has designated the Department of Public Health and Human Services as the lead agency for CSBG. See Attachment 2.

### C. Public Hearing Requirements

#### 1. Public Hearing

A public hearing on the draft plan was held in Helena on August 16, 2007. Notice of such hearing was published in the State's major newspapers. A copy of the notice is Attachment 3.

#### 2. Legislative Hearing

The Legislative Hearing is scheduled for September 24, 2007. The draft Application for Fiscal Years 2008 – 2009 Community Services Block Grant Funds was published on the DPHHS website August 15<sup>th</sup>. The application information is available to the Legislative Committee and the public until the conclusion of the Legislative Hearing. Comments regarding the CSBG application material received from the public or as a result of the Legislative Hearing as well as any amendments made to the application will be submitted to the Office of Community Services by October 24, 2007.

#### 3. Public Inspection of State Plan

Notice that the State plan was available for public review and comment was contained in the same notice for the public hearing, described above. Local review and comment of CAA work plans is ensured by a requirement that all county commissions in their areas review and approve, disapprove or modify CAA proposals. (Note: In Montana, CAAs are referred to as Human Resource Development Councils (HRDCs))

## II. Statement of Federal and CSBG Assurances

As part of the biennial application and plan required by Section 676 of the Community Services Block Grant Act, as amended (42U.S.C. 9901 et seq.) (The Act), the designee of the Chief Executive of the State hereby agrees to the Assurances in Section 676 of the Act.

A. Program Assurances

(1) Funds made available through this grant or allotment will be used.

(a) To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under part A of Title IV of the Social Security Act (42 U.S.C. 60 et seq.), homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families to enable the families and individuals to:

(i) remove obstacles and solve problems that block the achievement of self-sufficiency (including self-sufficiency for families and individuals who are attempting to transition off State programs carried out under Part A of Title IV of the Social Security Act);

(ii) secure and retain meaningful employment;

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

(iv) make better use of available income;

(v) obtain and maintain adequate housing and a suitable living environment;

(vi) obtain emergency assistance through loans, grants, or other means to meet immediate and urgent family and individual needs; and

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication; and strengthen and improve relationships with local law enforcement agencies, which may include participation in activities such as neighborhood or community policing efforts;

(b) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community based youth development programs that have demonstrated success in preventing or reducing youth crime, such as programs for the establishment of violence-free zones that would involve youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and after-school child care programs; and

(c) To make more effective use of, and to coordinate with, other programs (including State welfare reform efforts). [‘676(b)(1)]

(2) To describe how the State intends to use discretionary funds made available from the remainder of the grant or allotment described in Section 675C(b) of the Act in accordance with the Community Services Block Grant program, including a description of how the State will support innovative community and neighborhood-based initiatives related to the purposes of the Community Services Block Grant program; [676(b)(2)]

(3) To provide information provided by eligible entities in the State, including:

(a) a description of the service delivery system, for services provided or coordinated with funds made available through grants made under Section 675C(a) of the Act, targeted to low-income individuals and families in communities within the State:

(b) a description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations:

(c) a description of how funds made available through grants made under Section 675 (a) will be coordinated with other public and private resources: and,

(d) a description of how local entities will use the funds to support innovative community and neighborhood based initiatives related to the purposes of the Community Services Block Grant, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. [‘676(b)(3)]

(4) To ensure that eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. [‘676(b)(5)]

(5) That the State and the eligible entities in the State will coordinate, and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services, and the State and the eligible entities will coordinate the provision of employment and training activities through statewide and local workforce investment systems under the Workforce Investment Act of 1998; [‘676(b)(5)]

(6) To ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under Title XXVI (relating to low-income home energy assistance) are conducted in such communities. [‘676(b)(6)]

(7) To permit and cooperate with Federal investigations undertaken in accordance with Section 678D of the Act. ['676(b)(7)]

(8) That any eligible entity in the State that received funding in the previous fiscal year through a Community Services Block Grant under the Community Services Block Grant Program will not have its funding terminated under this subtitle, or reduced below the proportional share of funding the entity received in the previous fiscal year unless, after providing notice and an opportunity for a hearing on the record, the State determines that cause exists for such termination or such reduction, subject to review by the Secretary as provided in Section 678C(b) of the Act ['676(b)(8)]

(9) That the State and eligible entities in the State will to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations. ['676(b)(9)]

(10) To require each eligible entity in the State to establish procedures under which a low-income individual, community organization, or religious organization, or representative of low-income individuals that considers its organization, or low-income individuals to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation. ['676(b)(10)]

(11) To secure from each eligible entity in the State, as a condition to receipt of funding, a community action plan (which shall be submitted to the Secretary, at the request of the Secretary, with the State plan) that includes a community needs assessment for the community served, which may be coordinated with community needs assessments conducted for other programs; ['676(b)(11)]

(12) That the State and all eligible entities in the State will participate in the Results Oriented Management and Accountability System or another performance measure system for which the Secretary facilitated development pursuant to Section 678E(b) of the Act. ['676(b)(12)]

(13) To provide information describing how the State will carry out these assurances. ['676(b)(13)]

#### B. Administrative Assurances

The State further agrees to the following, as required under the Act:

(1) To submit an application to the Secretary containing information and provisions that describe the programs for which assistance is sought under the Community Services Block Grant program prepared in accordance with and containing the information describe in Section 676 of the Act. ['675A(b)]

(2) To use not less than 90 percent of the funds made available to the State by the Secretary under Section 675A or 675B of the Act to make grants to eligible entities for the stated purposes of the Community Services Block Grant program and to make such funds available to eligible entities for obligation during the fiscal year and the succeeding fiscal year, subject to the provisions regarding recapture and redistribution of unobligated funds outlined below. [‘675C(a)(1) and (2)]

(3) In the event that the State elects to recapture and redistribute funds to an eligible entity through a grant made under Section 675C(a)(1) when unobligated funds exceed 20 percent of the amount so distributed to such eligible entity for such fiscal year, the State agrees to redistribute the funds recaptured to an eligible entity, or require the original recipient of the funds to redistribute the funds to a private, nonprofit organization, located within the community served by the original recipient of the funds, for activities consistent with the purposes of the Community Services Block Grant program. [‘675C(a)(3)]

(4) To spend no more than the greater of \$55,000 or 5 percent of its grant received under Section 675A or the state allotment received under section 675B for administrative expenses, including monitoring activities. [‘675C(b)(2)]

(5) In States with a charity tax credit in effect under state law, the State agrees to comply with the requirements and limitations specified in Section 675(C) regarding use of funds for statewide activities to provide charity tax credits to qualified charities whose predominant activity is the provision of direct services within the United States to individuals and families whose annual incomes generally do not exceed 185 percent of the poverty line in order to prevent or alleviate poverty among such individuals and families. [‘675(c)]

(6) That the lead agency will hold at least one hearing in the State with sufficient time and statewide distribution of notice of such hearing, to provide to the public an opportunity to comment on the proposed use and distribution of funds to be provided through the grant or allotment under Section 675A or 675B for the period covered by the State plan. [‘676(a)(2)(B)]

(7) That the Chief Executive Officer of the State will designate an appropriate State agency for purposes of carrying out State Community Services Block Grant program activities. [‘676(a)(1)]

(8) To hold at least one legislative hearing every three years in conjunction with the development of the State plan. [‘676(a)(3)]

(9) To make available for public inspection each plan or revised State plan in such a manner as will facilitate review of and comment on the plan. [‘675(e)(2)]

(10) To conduct the following reviews of eligible entities.

(a) full onsite review of each such entity at least once during each three-year period;

(b) an onsite review of each newly designated entity immediately after the completion of the first year in which such entity receives funds through the Community Services Block Grant program;

(c) follow-up reviews including prompt return visits to eligible entities, and their programs, that fail to meet the goals, standards, and requirements established by the State;

(d) other reviews as appropriate, including reviews of entities with programs that have other Federal, State or local grants (other than assistance provided under the Community Services Block Grant program) terminated for cause. [‘678B(a)]

(11) In the event that the State determines that an eligible entity fails to comply with the terms of an agreement or the State plan, to provide services under the Community Services Block Grant program or to meet appropriate standards, goals, and other requirements established by the State (including performance objectives), the State will comply with the requirements outlined in Section 678C of the Act, to:

(a) inform the entity of the deficiency to be corrected;

(b) require the entity to correct the deficiency;

(c) offer training and technical assistance as appropriate to help correct the deficiency, and submit to the Secretary a report describing the training and technical assistance offered or stating the reasons for determining that training and technical assistance are not appropriate;

(d) at the discretion of the State, offer the eligible entity an opportunity to develop and implement, within 60 days after being informed of the deficiency, a quality improvement plan and to either approve the proposed plan or specify reasons why the proposed plan cannot be approved:

(e) after providing adequate notice and an opportunity for a hearing, initiate proceedings to terminate the designation of or reduce the funding to the eligible entity unless the entity corrects the deficiency. [‘678C(a)]

(12) To establish fiscal controls, procedures, audits and inspections, as required under Sections 678D(a)(1) and 678(a)(2) of the Act

(13) To repay to the United States amounts found not to have been expended in accordance with the Act, or the Secretary may offset such amounts against any other amount to which the State is or may become entitled under the Community Services Block Grant program. [‘678D(a)(3)]

(14) To participate and ensure that all eligible entities in the State participate in the Results Oriented Management and Accountability (ROMA) system. [‘678E(a)(1)]

(15) To prepare and submit to the Secretary an annual report on the measure performance of the State and its eligible entities, as described under '678E(a)(2) of the Act.

(16) To comply with the prohibition against use of Community Services Block Grant funds for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low cost residential weatherization or other energy related home repairs) of any building or other facility, as described in Section 678F(a) of the Act.

(17) To ensure that the programs assisted by Community Services Block Grant funds shall not be carried out in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office; any activity to provide voters or prospective voters with transportation to the polls or similar assistance with any such election, or any voter registration activity. ['678F(b)]

(18) To ensure that no person shall, on the basis of race, color, national origin or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity funded in whole or in part with Community Services Block Grant funds. Any prohibition against discrimination on the basis of age under the Age Discrimination Act of 1975 (42U.S.C. 6101 et seq.) or with respect to an otherwise qualified individual with a disability as provided in Section 504 of the Rehabilitation Act of 1974 (29U.S.C. 12131 et seq.) shall also apply to any such program or activity. ['678F(c)]

(19) To consider religious organizations on the same basis as other non-governmental organizations to provide assistance under the program so long as the program is implemented in a manner consistent with the Establishment Clause of the First Amendment to the Constitution; nor to discriminate against an organization that provides assistance under, or applies to provide assistance under the Community Services Block Grant program on the basis that the organization has a religious character; and not to require a religious organization to alter its form of internal government except as provided under Section 678B or to remove religious art, icons, scripture or other symbols in order to provide assistance under the Community Services Block Grant program. ['679]

#### B. Other Administrative Certifications

The State also certifies the following:

(1) To provide assurances that cost and accounting standards of the Office of Management and Budget (OMB Circulars A-110 and A-122) shall apply to a recipient of Community Services Block Grant program funds.

(2) To comply with the requirements of Public Law 103-227, part C, Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994, which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity



and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18 if the services are funded by a federal grant, contract, loan or loan guarantee. The State further agrees that it will require the language of this certification be included in any subawards, which contain provisions for children's services and that all subgrantees shall certify accordingly.

---

Signature

Date

---

Administrator, Human and Community Services Division  
Department of Public Health and Human Services

### III. The Narrative State Plan

#### 1. State Administrative Agency

(a) The mission of the Department of Health and Human Services is to improve and protect the health, well being and self-reliance of all Montanans. DPHHS is the major executive branch human service agency. Its department head is appointed by the Governor and serves at his pleasure.

(b) DPHHS goals and objectives are:

- that all children are wanted, safe and living in healthy families;
- that all Montanans are healthy, safe from injury and have access to high-quality health care;
- that all Montanans, including the elderly and the disabled, have the tools necessary to be self-sufficient;
- that all Montanans have an opportunity through community giving and service to contribute to the above

2. CSBG eligible entities and their geographic areas are included in the map as Attachment 4.

3. The distribution and allocation of funds to the Human Resource Development Councils (HRDCs) for the current year are as listed in Attachment 5.

#### (1) Description of Criteria and Distribution Formula

Pursuant to State law, funds are distributed to each HRDC using a \$50,000 base and the remainder split evenly based on an HRDC district's share of the State's poverty population and general population. All population figures are from the most recent decennial census.

## (2) Description of Distribution and Use of Restricted Funds

Planned distribution of funds and a description of how funds will be used by eligible entities is extensively described in their Work Plans and Budgets provided in Attachment 8.

## (3) Description and Use of Discretionary Funds

The State will use its discretionary funds for training costs associated with our Central Database System (CDS) that we developed to coordinate the ROMA system. The trainer will assist with ROMA peer to peer initial and refresher training, ROMA planning and implementation support, ROMA liaison group facilitation, a project calendar, and other miscellaneous ROMA activities.(estimated cost \$48,000 per year). Funds will be used to support a portion of the operating and travel costs for the Montana Council on Homelessness and the newly created Council on Economic Security for Montana Families (estimated cost \$26,801 per year). Funds will be used to provide additional program oversight for the tri-state Housing Opportunities for Persons with AIDS (HOPWA) Grant (estimated cost \$15,180 per year).

The remainder of discretionary funds will be used to further the development of our homeless continuum of care process, a community-based response to homelessness (\$40,000 per year), and for further implementation, development, and user training for the Homeless Management Information System database (\$20,000).

## (4) Description and Use of Administrative Funds

### PERSONNEL & FRINGE

Positions, identified by title, to be supported under the proposed award and duties:

#### Fiscal Officer

5% of position

Prepare reports, process invoices, prepare invoices, conduct financial management reviews, and conduct financial management and procurement training.

#### Program Specialists

4% of 3 positions  
and 28% of  
1 position

Assist in program management, perform database management functions, provide training and technical assistance, and monitor all aspects of CSBG operations including ROMA.

#### Program Manager

10% of position

Provide training and technical assistance, formulate policy, develop budgets, conduct planning activities, initiate contracts for program services, and provide analysis of subgrantee performance.

#### Administrative Assistant

5% of position

Orders supplies, copies materials for ROMA training

and assists in preparation of training manuals, files and maintains filing system, and assists in payment of contracts.

IHS Bureau Chief

15% of position

Responsible for policy and overall administration of the CSBG program.

Total personnel supporting CSBG under the proposed award equal 0.75 FTE's (Full Time Employee) for a cost of \$37,698 plus fringe of \$11,504 for a total of \$49,202 in 2008, and \$38,757 plus fringe of \$11,293 for a total of \$50,050 in 2009. Fringe is approximately 15 percent of annual salaries plus \$7,080 per FTE. Fringe includes health insurance (\$7,080 per employee per year) retirement, life insurance, workers' compensation insurance, Medicare, FICA, and unemployment insurance.

TRAVEL

Travel costs to be supported under the proposed award include one out-of-state trip per year to attend a regional or national conference at a cost of \$1,550 for transportation and subsistence, and in-state travel for monitoring, training and technical assistance, conducting hearings, and/or meeting with local agency boards and executive staff at a cost of \$5,500 per year.

INDIRECT COSTS

The indirect costs associated with this grant will provide for support services to the program including general operations and technology services, quality assurance, legal services, and director's office services in the cost allocation plan. A copy of the cost allocation plan is on file with the Fiscal Bureau of the grantee. The cost allocation plan has been approved by the U.S. Department of Health & Human Services, the grantee's cognizant agency. The portion of cost allocation attributed to CSBG is expected to be \$25,000 per year.

OTHER ACTIVITIES

The state will also use the remainder of administrative funds for CDS enhancements to interface eligibility for additional programs used by low-income clients, CDS service tracking, reporting using the National Performance Indicators and other performance tracking such as needs assessment and surveys. These projects, in addition to the costs to maintain the state CSBG office such as rent, utilities, telephone services, postage and other expenditures make up the remainder of administrative costs. These other costs are estimated to be \$68,729 and \$67,881 in 2009

SUMMARY

	<u>2008</u>	<u>2009</u>
Personnel	\$ 49,202	\$ 50,050
Travel	\$ 7,050	\$ 7,050
Indirect Costs	\$ 25,000	\$ 25,000
Other Activities	\$ 68,729	\$ 67,881

Total	\$149,981	\$149,981
-------	-----------	-----------

B. State Community Services Program Implementation

(1) Program Overview

- (a) The Service Delivery System
- (b) Linkages
- (c) Coordination with Other Public and Private Resources
- (d) Innovative Community and Neighborhood-based Initiatives

(2) Community Needs Assessments

Items B (1) and (2) are contained in the submissions from the eligible entities and are available in Attachment 8.

(3) Tripartite Boards

All of the eligible entities have necessary board composition. The list of names, addresses and sector represented are contained in Attachment 8. The State has reviewed how each segment of each board was selected and found them to be in compliance with this requirement.

(4) Programmatic Assurance

- (a) Assurance '676(b)(1)

Funds made available through the grant or allotment will be used:

(A) To support activities that are designed to assist low-income families and individuals, including families and individuals receiving assistance under Part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.) homeless families and individuals, migrant or seasonal farm workers, and elderly low-income individuals and families to enable families and individuals to:

(i) remove obstacles and solve problems that block the achievement of self-sufficiency (including self-sufficiency for families and individuals who are attempting to transition off a State program carried out under part A of title IV of the Social Security Act);

(ii) secure and retain meaningful employment;

(iii) attain an adequate education, with particular attention toward improving literacy skills of low-income families in the communities involved, which may include carrying out family literacy initiatives;

(iv) make better use of available income;

(v) obtain and maintain adequate housing and suitable living environment;

(vi) obtain emergency assistance through loans, grants, or other means to meet the immediate and urgent family and individuals needs; and

(vii) achieve greater participation in the affairs of the communities involved, including the development of public and private grassroots partnerships with local law enforcement agencies, local housing authorities, private foundations, and other public and private partners to document best practices based on successful grassroots intervention in urban areas, to develop methodologies for widespread replication, and strengthen and improve relationships with neighborhood or community policing efforts.

(B) To address the needs of youth in low-income communities through youth development programs that support the primary role of the family, give priority to the prevention of youth problems and crime, and promote increased community coordination and collaboration in meeting the needs of youth, and support development and expansion of innovative community-based youth development and intervention models (such as models involving youth mediation, youth mentoring, life skills training, job creation, and entrepreneurship programs); and after-school child care programs; and

(C) To make more effective use of, and to coordinate with other programs (including State welfare reform efforts).

#### STATE ASSURANCE PLAN FOR '676(B)(1)

Earlier reference has been made to the work plans and budgets that have been submitted by the State's eligible entities. The reader is asked to refer to them and note that each agency has addressed at least one of the above eligible activities in its work plan. Collectively the 10 plans submitted and accepted by the State office address all of the above assurances.

#### (b) Assurance '676(b)(4)

Eligible entities in the State will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods and related services as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

#### STATE ASSURANCE PLAN FOR '676(b)(4)

The Intergovernmental Human Services Bureau, which is the CSBG operating unit of DPHHS, is also the USDA contractor for the State's federal commodity program. As such, it is prepared to deliver food in case of an emergency to the eligible entities, as well as other feeding sites.

The HRDCs also have access to the State's food bank network and other local sources of food to be able to meet any local emergency.

(c) State Assurance '676(b)(5)

The State and the eligible entities in the State will coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to low-income individuals and to avoid duplication of such services. The State and the eligible entities will coordinate the provision of employment and training activities in the State and in communities with entities providing activities through statewide and local workforce investment systems under the Workforce Investment Act of 1998.

STATE ASSURANCE PLAN FOR '676(b)(5)

DPHHS is a member of the statewide Workforce Investment Act Board and several of the HRDCs function in a similar manner at the local level. Many of the programs the HRDCs operate are coordinated by the DPHHS including Area Agencies on Aging, LIHEAP, TANF and Head Start.

Montana established the Central Database System (CDS) to coordinate the State/HRDC programs. As the measurement component of ROMA the CDS allows HRDCs to look at many facets of programs affecting low-income households to determine the effect on their lives.

(d) Assurance '676(b)(6)

The State will ensure coordination between antipoverty programs in each community in the State, and ensure, where appropriate, that emergency energy crisis intervention programs under Title XXVI (relating to LIHEAP) are conducted in such communities.

STATE PLAN FOR ASSURANCE '676(b)(6)

The same agencies (HRDCs) operate both the energy crisis programs and CSBG so coordination is ensured.

(e) Assurance '676(b)(9)

The State and eligible entities in the State will, to the maximum extent possible, coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the State, including religious organizations, charitable groups, and community organizations.

## STATE PLAN FOR ASSURANCE '676(b)(9)

To a large degree, such coordination already exists. A review of the Boards of Directors of the HRDCs indicates the very extensive degree to which such involvement exists. In a sparsely populated, rural state like Montana, the social fabric of most communities mandates that all of the above-mentioned groups work closely together. The State's resources are insufficient to allow individual agencies or organizations to go their own way.

At the State level, such coordination exists. Moreover, the State office plans to continue to hold meetings with state level counterparts of such organizations to heighten the visibility of the problems of poverty.

### C. Fiscal Controls and Monitoring

#### (1) State Program Monitoring

(a) A full onsite review of each HRDC is conducted annually.

(b) Any newly designated entity will have an onsite review completed immediately after the first year of operation.

(c) All monitoring reports require a response to any adverse finding within 30 days. Significant findings that are not satisfactorily addressed will require the State to conduct a follow-up review including a return visit within 90 days of the initial monitoring report.

(d) The State is available to participate in other appropriate reviews if asked to do so by Federal, State or local grantors.

(e) The dates for the last HRDC audits are:

AEM – December 31, 2006  
District IV – June 30, 2006  
Opportunities Inc. – March 31, 2006  
District VI – June 30, 2006  
District VII – June 30, 2006  
RMDC – June 30, 2006  
District IX – June 30, 2006  
NWMHRC – December 31, 2006  
District XI – June 30, 2006  
District XII – September 30, 2006

#### (2) Corrective Action, Termination and Reduction of Funding

Should the State ever determine that an HRDC fails to comply with terms of its contract, or the State plan, to provide CSBG services or to meet appropriate standards, goals or other

requirements contained in the CSBG statute or regulations, it shall notify the HRDC of the deficiency to be corrected, provide a timeline for correction, provide a requirement to correct the deficiency, explain the effects of non-compliance and offer training or technical assistance to correct the deficiency, if appropriate. If the State determines that such training and technical assistance is not appropriate, it shall inform the Secretary with a report stating the reasons(s).

Any termination or reduction in funding shall be in accordance with the terms of the States contract, CSBG rules and statute. Any such action shall provide notice and an opportunity for a hearing on the record, which shall be forwarded to the Secretary for his or her review.

#### Fiscal Controls, Audits, and Withholding

The State fiscal control procedures and fund accounting is accomplished through established DPHHS fiscal procedure connected with the relevant assurances, contract provisions and any subsequently published administrative rules. All such procedures are reviewed and examined annually by the Legislative Auditor of the State of Montana and published as a department audit. Copies are submitted to the Secretary.

Contracts entered into between the State and the HRDCs are paid using a system where invoices must be reviewed and approved by a program manager and bureau fiscal staff for completeness and accuracy.

All applicable cost and accounting standards of the Office of Management and Budget are part the State's contracts with the HRDCs.

The State has required each eligible entity to establish procedures under which a low-income individual, community organization, or religious organization, or representatives of low-income individuals that considers its organization, or low-income individuals, to be inadequately represented on the board (or other mechanism) of the eligible entity to petition for adequate representation. Such procedures shall be spelled out in the by-laws and reviewed and approved by the State.

#### D. Accountability and Reporting Requirements

##### (1) Results Oriented Management and Accountability (ROMA)

The State and local agencies are in full compliance with ROMA. A review of agency work plans will demonstrate that the six ROMA goals are specifically addressed by each agency and that the outcome measures used to measure success are identical to the measures formulated by the National Task Force.

The State CSBG office and all eligible entities are participating in Results Oriented Management and Accountability (ROMA). The State CSBG office and all eligible entities shall continue to utilize the Oracle Central Database System to track and record information on individuals and families served. Information recorded is used to analyze subsequent performance in promoting self-sufficiency, family stability, and community revitalization relative to outcome measures



described in Attachment 6. A summary of the eligible entities Program Goals and Outcomes is available in Attachment 7.

(2) At the beginning of FY 2008 and 2009, the State CSBG office shall prepare and submit to the Secretary of the U.S. Department of Health and Human Services an annual report on the measured performance of the State and its eligible entities. Included in the report, shall be prior year:

- ◆ Performance objectives;
- ◆ Program accomplishments and activities;
- ◆ Planned distribution and subsequent expenditure of all funds (discretionary, restricted and administrative);
- ◆ Profile of participants served;
- ◆ Statistics (dollars expended, households served, etc.) on CSBG program services; and
- ◆ Information on training and technical assistance provided by the State.

(2) National Performance Indicators

Montana and the Human Resource Development Councils have been implementing the “Guide To Organizing and Reporting National Indicators of Community Action Performance”. An abbreviated version is displayed in Attachment 6. The CSBG Work Plan 2008/2009 includes a column entitled “NPI National Performance Indicators”, which reflects the establishment of tracking and reporting according to the guidelines.

(3) Annual Report

Enclosed in Attachment 8 the CSBG Progress Report is the Annual Report on CSBG in Montana for 2006.

(1) Planned Distribution of Funds to Eligible Entities vs. Actual Expenditures

Since distribution of CSBG funds is governed by a formula contained in the State law, there was no difference in planned versus actual distribution. Any HRDC that has unspent funds is allowed to carryover to the current year.

(2) Planned use of Funds for State Administration and Discretionary Purposes vs. Actual Expenditures

Administrative and Discretionary funds were spent as planned.

**ATTACHMENT 1**

**STATE LEGISLATION  
COMMUNITY SERVICES BLOCK GRANT**

**Montana Code Annotated - 2005**

**53-10-501. Definitions.** As used in this part, the following definitions apply:

- (1) "Block grant" means the federal community services block grant established under 42 U.S.C. 9901, et seq.
- (2) "Department" means the department of public health and human services provided for in [2-15-2201](#).
- (3) "Human resource development council" means a nonprofit public or private community organization serving low-income persons in a multicounty area that has the same boundaries as one or more substate planning districts established by executive order of the governor.

**History:** En. Sec. 1, Ch. 237, L. 1983; amd. Sec. 463, Ch. 546, L. 1995.

**53-10-502. Allocation of federal community services block grant funds.** The department shall allocate the state's share of the block grant funds as follows:

- (1) The department may retain 5% for administrative costs and 5% for special projects.
- (2) The balance of the block grant funds after any retention pursuant to subsection (1) must be distributed to human resource development councils that are eligible to receive such funding under [53-10-503](#) as follows:
  - (a) \$500,000, or if the balance of the block grant funds is less than \$500,000, then the entire balance of the block grant funds, must be equally divided among the eligible human resource development councils; and
  - (b) except as provided under [53-10-504](#)(2), the balance of the block grant funds after distribution under subsections (1) and (2)(a) must be divided among eligible human resource development councils as follows:
    - (i) one-half based upon the population residing within the areas of human resource development councils; and
    - (ii) one-half based upon the low-income population, as that population may be determined under the provisions of the block grant, residing within the areas of the human resource development councils.

**History:** En. Sec. 2, Ch. 237, L. 1983.

**53-10-503. Eligible human resource development councils.** The department may not distribute block grant funds unless the human resource development council:

- (1) meets the eligibility requirements set forth in 42 U.S.C. 9904, including composition of the board; and
- (2) has complied with federal and state fiscal control requirements and agrees to comply with all fiscal and program requirements of federal law.

**History:** En. Sec. 3, Ch. 237, L. 1983.

**53-10-504. Block grant plan -- county and state approval.** (1) A human resource development council shall prepare a plan for use of block grant funds. The planned use must be in compliance with block grant requirements, and the plan must be made to further the goals stated in the block grant.

(2) The human resource development council shall submit the plan to the county governing bodies within its multicounty area. A county governing body may approve, disapprove, or offer amendments to the plan. If the county governing body and the human resources development council cannot agree as to the plan's components, the department shall prepare and approve a plan for such county. The department shall then allocate block grant funds to the appropriate human resource development council to administer according to the plan approved for such county by the department.

(3) The plan must be submitted to the department for approval prior to distribution by the department of block grant funds allocated to the human resource development council. The department may disapprove a plan, in whole or in part, only if the plan conflicts with a federal law or regulation. A disapproved plan may be amended and resubmitted to the department.

**History:** En. Sec. 4, Ch. 237, L. 1983.

**53-10-505. Fiscal and program responsibility.** The department shall ensure state compliance in fiscal accountability and program integrity relating to block grant funds and services. The department shall audit the human resource development councils as may be required by state and federal law.

**History:** En. Sec. 5, Ch. 237, L. 1983

## **ATTACHMENT 2**

### **DESIGNATION OF LEAD AGENCY TO ADMINISTER COMMUNITY SERVICES BLOCK GRANT**

DRAFT

DRAFT

DRAFT

DRAFT

August 14, 2007

Josephine B. Robinson, O.C.S., Director  
U.S. Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Division of State Assistance  
Attention: Community Services Block Grant Program  
370 L'Enfant Promenade, S.W., 5th Floor West  
Washington D.C. 20447

Dear Ms. Robinson:

Pursuant to Section 676 of the Community Services Block Grant Act, I do hereby designate the Montana Department of Public Health and Human Services (DPHHS) as the lead agency for purposes of carrying out State activities under Subtitle B.

I also do hereby authorize the Administrator of the Human and Community Services Division of DPHHS to act on my behalf in all matters pertaining to the Community Services Block Grant, The Low Income Home Energy Assistance Program and the Community Food and Nutrition Program. Such authorization includes committing the state to comply with all assurances necessary to receive and expend federal funds for any of these programs.

Sincerely,

Brian Schweitzer  
Governor

C: John Chappuis, Acting Director, DPHHS  
Hank Hudson, Administrator, DPHHS  
Jim Nolan, Chief, DPHHS

**ATTACHMENT 3**

**PUBLIC HEARING REQUIREMENT  
COMMUNITY SERVICES BLOCK GRANT**

## NOTICE OF PUBLIC HEARING

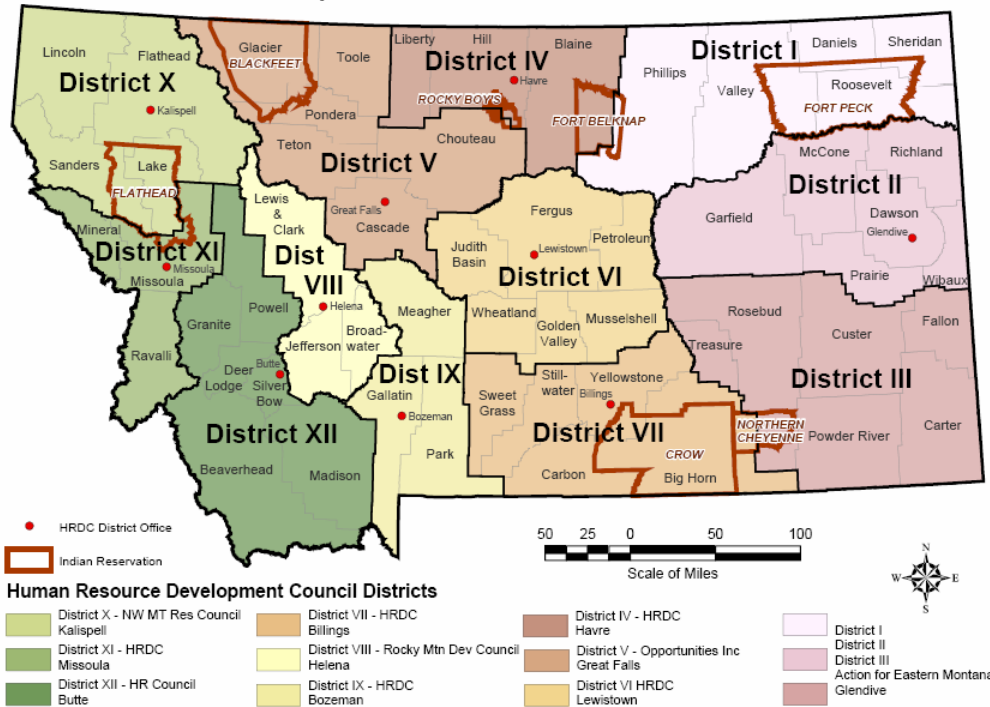
On Thursday, August 16, 2007 at 10:30 AM, a Public Hearing will be held Sapphire Conference Room (10) of the Colonial Building, at 2401 Colonial Drive in Helena, for the purpose of receiving comments on the draft “2008/2009 Community Services Block Grant State Plan”. Draft copies of the proposed application will be available at the Department of Public Health and Human Services, Intergovernmental Human Services Bureau, 1400 Carter Drive, P.O. Box 202956, Helena, MT 59620-2956 on Tuesday, August 7, 2007. Written comments must be received by 5:00 PM, Friday, August 24, 2007.

## **ATTACHMENT 4**

### **ELIGIBLE ENTITIES AND GEOGRAPHIC AREAS COMMUNITY SERVICES BLOCK GRANT**



# Human Resource Development Councils and Indian Reservations in Montana



Sources: Counties from U.S. Census Bureau's TIGER data. Point locations for HRDC District Offices were selected from the USGS Geographic Names Information System. HRDCs from HRDC website. Map created by: Census & Economic Information Center, Montana Department of Commerce, 301 S. Park Ave, Helena MT 59620-0505, Phone: 406-841-2740, Email: ceic@mt.gov, <http://ceic.mt.gov> April 6, 2005 - HRDC.mxd

## **ATTACHMENT 5**

### **DISTRIBUTION AND ALLOCATION OF FUNDS COMMUNITY SERVICES BLOCK GRANT**

## MONTANA

### ***FFY08 FFY09 CSBG Allocations Using FFY07 Allocation as the Basis of Funding***

	FFY2008	FFY2009
NON-TRIBAL CSBG AVAILABLE TO MONTANA	\$2,999,616	\$2,999,616
STATE ADMINISTRATIVE FUNDS @ 5 PERCENT	\$149,981	\$149,981
DISCRETIONARY FUNDS @ 5 PERCENT	\$149,981	\$149,981
RESTRICTED FUNDS AT @ 90 PERCENT	\$2,699,654	\$2,699,654

### ***FFY08 FFY09 CSBG Allocations Using FFY07 Allocation as the Basis of Funding***

				FFY08	FFY09
	2000 GEN.	2000 pov	AVG OF 2000		
AGENCY	POP. %	POP. %	POV	Allocations Using	Allocations Using
			& 2000 GEN %	2000 Census Data	2000 Census Data
AEM	9.0071%	11.1176%	10.0624%	\$271,337	\$271,337
DIST 4	2.8641%	4.1853%	3.5247%	\$127,531	\$127,531
OPP. INC.	13.0471%	14.2090%	13.6280%	\$349,770	\$349,770
DIST 6	2.4954%	3.0704%	2.7829%	\$111,214	\$111,214
DIST 7	18.1091%	15.5405%	16.8248%	\$420,087	\$420,087
RMDC	7.7755%	5.6936%	6.7345%	\$198,136	\$198,136
DIST 9	9.4721%	8.1477%	8.8099%	\$243,788	\$243,788
NWMHR	14.4140%	15.3060%	14.8600%	\$376,868	\$376,868
DIST 11	15.0473%	14.9710%	15.0091%	\$380,149	\$380,149
DIST 12	7.7684%	7.7589%	7.7637%	\$220,774	\$220,774
TOTAL	100.00%	100.00%	100.00%	\$2,699,654	\$2,699,654

## **ATTACHMENT 6**

### **National Indictors of Community Action Performance**

## **Reporting National Indicators of Community Action Performance**

As stated in the Guide to Reporting National Indicators of Community Action Performance, the 12 national performance indicators were created collaboratively within the Community Services Network to enable approximately 1,100 diverse community action agencies in 52 states and territories to present a more uniform and coherent national picture of their work and accomplishments. As a note, Community Action Agencies in Montana are known as Human Resource Development Councils.

Each Community Action Agency serves a diverse and unique service area and must tailor its programs to address the specific needs of the families they serve. Community action agencies are asked to submit ROMA outcome information only for those national performance indicators for which they have supporting programs and activities (CSBG **and** all other funding sources). Not every National Indicator will be reported. It is also recognized that the 12 national performance indicators reflect only a portion of the work and accomplishments of community action. This is a process of selective sampling.

The following shows the 12 National Performance Indicators (NPI) and the secondary indicators organized by the six national goals.

## **GOAL 1: LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT (FAMILY)**

### **National Performance Indicator 1.1 – Employment**

The number and percentage of low-income participants in community action employment initiative who get a job or become self-employed as measured by one or more of the following:

- A. Unemployed and obtained a job.
- B. Employed and obtained an increase in employment income.
- C. Achieved “living wage” employment and benefits.

### **National Performance Indicator 1.2 – Employment Supports**

The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from community action as measured by one or more of the following:

- A. Obtained pre-employment skills/competencies required for employment and received training program certificate or diploma.
- B. Completed ABE/GED and received certificate or diploma.
- C. Completed post-secondary education program and obtained certificate or diploma.
- D. Enrolled children in before or after school programs, in order to gain or maintain employment.
- E. Obtained care for child or other dependant in order to gain or maintain employment.
- F. Obtained access to reliable transportation and/or driver’s license in order to gain or maintain employment.
- G. Obtained health care services for themselves or a family member in support of family stability needed to gain or retain employment.
- H. Obtained safe and affordable housing in support of family stability needed to gain or retain employment.
- I. Obtained food assistance in support of family stability needed to gain or retain employment.

### **National Performance Indicator 1.3 – Economic Asset Enhancement and Utilization**

The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of community action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome, as measured by one or more of the following:

- A. Enhancements –
  - 1. Number and percent of participants in tax preparation programs who identify any type of Federal or State tax credit and the aggregated dollar amounts of credits
  - 2. Number and percentage that obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments.
  - 3. Number and percentage enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings.
- B. Utilization –
  - 1. Number and percent demonstrating ability to complete and maintain a budget for over 90 days.
  - 2. Number and percent opening an Individual Development Account (IDA) or other savings account and increased savings, and the aggregated amount of savings.
  - 3. Of participants in a community action asset development program (IDA and others):
    - a. Number and percent capitalizing a small business due to accumulated savings.
    - b. Number and percentage pursuing post-secondary education due to savings.
    - c. Number and percent purchasing a home due to accumulated savings.

<b>GOAL 2: THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED (COMMUNITY)</b>
--

**National Performance Indicator 2.1 – Community Improvement and Revitalization**

Increase in, or safeguarding of threatened opportunities and community resources or services for low-income people in the community as a result of community action projects/initiatives or advocacy with other public and private agencies, as measured by one or more of the following:

- A. Accessible “living wage” jobs created or saved from reduction or elimination in the community.
- B. Safe and affordable housing units created in the community.
- C. Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by community action activity or advocacy.
- D. Accessible and affordable health care services/facilities for low-income people created or saved from reduction or elimination.
- E. Accessible safe and affordable child care or child development placement opportunities for low-income families created or saved from reduction or elimination.
- F. Accessible before school and after school program placement opportunities for low-income families created or saved from reduction or elimination.
- G. Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation.
- H. Accessible or increased educational and training placement opportunities or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skills training, ABE/GED, and post-secondary education.

**National Performance Indicator 2.2 – Community Quality of Life and Assets**

The quality of life and assets in low-income neighborhoods are improved by community action initiative or advocacy, as measured by one or more of the following:

- A. Increases in community assets as a result of change in law, regulation or policy, which results in improvements in quality of life and assets;
- B. Increase in the availability or preservation of community facilities;
- C. Increase in the availability or preservation of community services to improve public health and safety;
- D. Increase in the availability or preservation of commercial services within low-income neighborhoods, and
- E. Increase or preservation of neighborhood quality-of-life resources.

<b>GOAL 3: LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY (COMMUNITY)</b>
---

**National Performance Indicator 3.1 – Civic Investment**

The number of volunteer hours donated to Community Action.

**National Performance Indicator 3.2 – Community Empowerment through Maximum Feasible Participation**

The number of low-income people mobilized as a direct result of community action initiative to engage in activities that support and promote their own well-being and that of their community as measured by one or more of the following:

- A. Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy setting through community action efforts.
- B. Number of low-income people acquiring businesses in their community as a result of community action assistance.
- C. Number of low-income people purchasing their own homes in their community as a result of community action assistance.
- D. Number of low-income people engaged in non-governance community activities or groups created or supported by community action.

<b>GOAL 4: PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICE TO LOW-INCOME PEOPLE ARE ACHIEVED (AGENCY)</b>
--

**National Performance Indicator 4.1 – Expanding Opportunities through Community-Wide Partnerships**

The number of organizations, both public and private, community action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

<b>GOAL 5: AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS (AGENCY)</b>
---

**National Performance Indicator 5.1 – Broadening the Resource Base**

The number of dollars mobilized by community action, including amounts and percentages from:

- A. Community Service Block Grant (CSBG)
- B. Non-CSBG Federal Programs
- C. State Programs
- D. Local Public Funding
- E. Private Sources (including foundations and individual contributors, goods and services donated)
- F. Value (at Federal minimum wage) of volunteer time



**GOAL 6: LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATIONS, ACHIEVE THEIR POTENTIAL BY STRENGTHENING FAMILY AND OTHER SUPPORTIVE SYSTEMS (FAMILY)**

**National Performance Indicator 6.1 – Independent Living**

The number of vulnerable individuals receiving services from community action that maintain an independent living situation as a result of those services:

- A. Senior Citizens; and
- B. Individuals with Disabilities

**National Performance Indicator 6.2 – Emergency Assistance**

The number of low-income individuals or families served by community action that sought emergency assistance and the percentage of those households for which assistance was provided, including such services as:

- A. Food
- B. Emergency Payments to Vendors, including Fuel and Energy Bills and Rent/Mortgage payments
- C. Temporary Shelter
- D. Emergency Medical Care
- E. Protection from Violence
- F. Legal Assistance
- G. Transportation
- H. Disaster Relief
- I. Clothing

**National Performance Indicator 6.3 – Child and Family Development**

The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs that achieve program goals, as measured by one or more of the following:

- A. Infants and Children
  - 1. Infants and children obtain age appropriate immunizations, medical and dental care.
  - 2. Infants and child health and physical development are improved as a result of adequate nutrition.
  - 3. Children participate in pre-school activities to develop school readiness skills.
  - 4. Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1<sup>st</sup> Grade.
- B. Youth
  - 1. Youth improve physical health and development.
  - 2. Youth improve social/emotional development.
  - 3. Youth avoid risk-taking behavior for a defined period of time.
  - 4. Youth have reduced involvement with criminal justice system.
  - 5. Youth increase academic, athletic or social skills for school success by participating in before or “after” school programs.
- C. Parents and Other Adults –
  - 1. Parents and other adults learn and exhibit improved parenting skills.
  - 2. Parents and other adults learn and exhibit improved family functioning skills.

## **ATTACHMENT 7**

### **AGENCY SUMMARIES OF PROGRAMS GOALS AND OUTCOMES**

Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)

**ATTACHMENT 8**

**AGENCY**

**COMMUNITY SERVICES BLOCK GRANT**

**2008-2009 APPLICATIONS**

**MONTANA AGENCIES:**

<b>District I, II, III</b>	<b>Action for Eastern Montana</b>	<b>Glendive, MT</b>
<b>District IV</b>	<b>Human Resource Development Council</b>	<b>Havre, MT</b>
<b>District V</b>	<b>Opportunities, Inc.</b>	<b>Great Falls, MT</b>
<b>District VI</b>	<b>Human Resource Development Council</b>	<b>Lewistown, MT</b>
<b>District VII</b>	<b>Human Resource Development Council</b>	<b>Billings, MT</b>
<b>District VIII</b>	<b>Rocky Mountain Development Council</b>	<b>Helena, MT</b>
<b>District IX</b>	<b>Human Resource Development Council</b>	<b>Bozeman, MT</b>
<b>District X</b>	<b>Northwest Montana Human Resources</b>	<b>Kalispell, MT</b>
<b>District XI</b>	<b>Human Resource Council</b>	<b>Missoula, MT</b>
<b>District XII</b>	<b>Human Resource Development Council</b>	<b>Butte, MT</b>

**DISTRICT I, II, III  
HUMAN RESOURCE DEVELOPMENT COUNCIL  
GLENDAVE, MONTANA**


- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

\*\*\*Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)

## Statement of Assurances

As a condition of receiving Community Service Block Grant (CSBG) funds, the undersigned agrees that it will submit (S) as part of the 2008-2009 CSBG application, or assure (A) that it will do the following:

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district(s). (S)
2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. (S)
3. A description of how CSBG will support innovative community-based initiatives related to the purpose of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. (S)
4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. (S)
5. Will work with the state office of coordinate, and establish linkages between governmental and other social services programs to assure the effective delivery of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. (A)
6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnership with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. (A)
7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers it organization or low-income individual to be inadequately represented on the HRDC Board to petition for adequate representation. (A)
8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted by other programs. (S)
9. Will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA). (A)
10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices.

Executive Director: 

Date: APRIL 18-2008

# Statement of Assurances – Narrative

## **Overview of Action for Eastern Montana**

Action for Eastern Montana (AEM) is a nonprofit Community Action Partnership that has operated human service programs in Eastern Montana since 1965. Counties served include Sheridan, Daniels, Valley, Phillips, Roosevelt, Richland, McCone, Dawson, Prairie, Wibaux, Custer, Fallon, Powder River, Carter, Rosebud, Treasure, and Garfield. Included in these counties are two Indian Reservations. This area is approximately 50,000 square miles and covers nearly 1/3 of the state of Montana.

AEM has a proven track record of operating effective and efficient programs for the last 41 years. AEM administers approximately thirty-three programs supported by twenty State and Federal contracts that create a total annual agency budget of nearly \$6 million. AEM contracts with the following State and Federal agencies to provide services to disadvantaged individuals and families in Eastern Montana: U.S. Department of Housing and Urban Development (Rural Housing and Economic Development); the Montana Department of Commerce; the Montana Department of Labor; the Montana Department of Public Health and Human Services; and the U.S. Department of Health & Human Services. In addition to administering the contracts, AEM also serves as an advocate for the low-income and elderly programs which benefit these individuals. We strive to bring new essential services within reach to those in need, to put control of those services in the hands of people who know best how to administer them and to act as an advocate for those who have been neglected. Due to the extreme rural nature of Eastern Montana, resources are limited. AEM is one of the very few agencies in rural Montana aware of the human service needs impacting rural Eastern Montana.

AEM is one of the original Community Action Partnerships created under the Economic Opportunity Act. AEM's Advisory Council comprises three representatives from each of the seventeen (17) counties that we serve. This Council is further divided into a tripartite structure with 1/3 being elected Public Officials, 1/3 Private Officials, and 1/3 Low-income representatives. From the Advisory Council, flow our Governing Board of 12 members that maintain the tripartite structure outlined with the Advisory Council. In addition, to 12 Advisory Council members serving as our Governing Board, we also have one (1) Head Start Policy Council member elected to serve on the Governing Board.

AEM is the sponsoring agency for community programs geared primarily towards empowering low-income individuals and families. Programs include: Senior Companions, Home Delivered and Congregate Meals, Ombudsman, Youth Employment and Training, Section 8 Housing Assistance, Head Start, Warm Hears/Warm Homes, LIEAP, Weatherization, and the Dawson County Food Bank.

Through the CSBG funding that Action for Eastern Montana receives, we are able to pay 80% of the Executive Directors salary, 75% of the Information Technology Specialist salary, and a portion of multiple other Administrative Staff salaries. This allows the Departments to save Administrative Costs and as a result they have increased funds to put towards supporting clients. In addition to paying salaries, CSBG funds are used to cover a percentage of a vast area of other Direct Costs. All of this results in savings to the Departments; thus, allowing them to divert funds to individuals, families, and communities. CSBG funding is critical to each Department as they work towards lifting families out of poverty and towards self-sufficiency. As a result of CSBG funding covering so many Administrative Direct Costs, each program receives significant benefit from CSBG funding; thus, you may please find included in the narrative, brief descriptions of how each Department is working to fulfill the scope and vision of the question.

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district(s).

Area Agency on Aging:

The AAA subcontracts Federal Older Americans Act and Older Montanans Act state funding to 17 County Councils on Aging, the Ft. Peck Assiniboine and Sioux Tribe and Daniels Memorial Hospital to deliver services such as transportation, skilled nursing, personal care, respite care, health screening, homemaker, senior centers, legal services, congregate meals and home delivered meals. These services are designed to keep the elderly healthy and in their homes, avoiding premature institutionalization. People do not have to be low-income to qualify for these services, just elderly; however many of the elderly clients are low-income.

#### Energy Programs

Clients are referred to and Rural Development and other agencies on energy related emergencies that are outside the scope of the services provided by the Energy Services Program.

#### Senior Companion

The Senior Companion Program will provide limited services to at a target of 205 elderly at risk adults in twelve counties in Eastern Montana. We will have 43 volunteer seniors who help the elderly in these twelve counties to remain independent for as long as possible.

#### Employment and Training

Action for Eastern Montana's Employment and Training department provides educational and vocational training to youth ages 14-21 years. Youth who apply must meet the Workforce Investment Act eligibility requirements which are:

- 1) Income at or below poverty level and meet one of the following barriers
  - a) Basic Skills Deficient
  - b) School Dropout
  - c) Homeless & Runaway
  - d) Foster Care
  - e) Offender
  - f) At risk youth

#### Housing

Action for Eastern Montana (AEM) contracts with the Montana Department of Commerce to administer vouchers for the Section 8 Rental Assistance program. We provide decent, safe, and sanitary housing for 375 families by inspecting homes and making sure they meet Housing Quality Standards.

We also provide financial education for families enrolled in the Individual Development Accounts (IDA). IDA is a program to help families develop assets and bring them out of poverty. AEM matches their savings at a 2:1 rate up to \$4000. The funds may be used for buying first home, secondary education, or small business start-up or expansion. They must complete the twelve lesson course of Credit When Credit is Due, budgeting and depending on the use of funds, Homebuyer Education, working with college financial aid offices, checking credit reports for possible errors and clean-up, and writing business plans and other documents required by banks for loans.

2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations.

#### Area Agency on Aging:

The AAA directly provides information and assistance services which inform the elderly of services available and assists them in accessing those services. AAA I&As do quarterly presentations at senior centers and meal sites. I&As make referrals to and assist the elderly in completing applications for emergency services, hospice, employment programs, family support services, financial assistance programs, food banks, health insurance programs, health supportive services, housing, legal services, outpatient support services, transportation, and utility services. The AAA also directly provides the State Health Insurance Partnership Program. The AAA has developed partnerships with County Councils on Aging, senior citizens centers, county health departments, AARP, nursing homes, hospitals, medical clinics, and insurance agencies to fill the gaps in providing health insurance assistance, especially access to the Medicare Part D prescription drug program.

#### Energy Programs

Community education and awareness are provided at health fairs, senior citizen centers, schools, service groups and the Women Resource Center.

Home visits are provided to help elderly and disabled clients' complete LIEAP applications. Clients are educated, encouraged, and enabled to reduce their home energy needs. Energy needs are assessed and energy saving materials are supplied. Clients are encouraged to attend budgeting classes.

Other service providers (i.e. Head Start Schools, I&A providers, WIC Offices, Senior Citizen Centers, Office of Public Assistance Offices, Women Resource Centers, County Commissioners, and Senior Companion Director) are given applications (LIEAP and Energy Share), Energy Saving pamphlets and calendars. Cross-training of staff and other services provides is provided to assist clients in completing their applications.

Fuel vendors are supplied with the current LIEAP guidelines and applications.

#### Senior Companion

The Senior Companions will assist their clients in getting information about other Action for Eastern Montana, State and Federal programs to help meet the needs of the elderly clients.

#### Employment and Training

Action for Eastern Montana is an active member of the three (3) Community Management Teams (CMT) in MaCO Districts 1, 2, and 3. These CMT's work to bring all the providers in areas together to discuss sharing resources, provide referrals and discuss current needs in the areas. District 1 has applied to the state and has received certification (pending an on-site review) as a "One-Stop". Districts 2 and 3 are awaiting certification.

#### Head Start

Head Start will provide an agency procure of all services offered by each program. At HS we provide a one on one case management approach for each family in our program. We develop family partnership agreements with each family. In these agreements we ascertain any needs that the family may have... we will work with them to secure help from any agency in our communities as well as the Action agency. We of course provide follow-up with these families.

#### Dawson County Food Bank

The reason that we run the Dawson County Food Bank is that we have been unable to get the County, or a similar organization, to take over the administrative work associated with the Food Bank. Because, there is an imperative need for the Food Bank, we continue to support it. However, we do receive financial or food donations throughout the year that (with the donors permission) we try and split off to help support the other Food Banks in our service area.

The Dawson County Food Bank refers clients to the Zion Lutheran Church in the event there is a need for items such as furniture, kitchen items, bedding, etc.

The Dawson County Food Bank also refers clients to the Dawson County Office of Public Assistance when a family is in need of Food Stamps or bakery items.

The Dawson county food Bank also refers clients to the Domestic Violence program, we have supplied them with items such as baby food, diapers etc.

#### Housing

Emergency Services co-ordinates with area Salvation Army units and food banks to provide emergency shelter, utilities, prescriptions and food for homeless people due to disasters such as fire. We work with Crisis centers to provide housing for Domestic Violence victims when we are not able to help.

3. A description of how CSBG will support innovative community-based initiatives related to the purpose of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

#### Senior Companion



The Senior Companion Program is helping the County Health Departments in five counties and one Indian Health Service by providing volunteers to visit the homes of seniors who are at risk for placement in a nursing home. This has allowed the Health Departments to track the health and well being of their counties elderly residents with an end result of the clients staying independent longer.

#### Head Start

Because CSBG funds help our program with our direct costs, we are able to provide the needed services that arise. We are able to provide support for our fatherhood work plan, (where we work with the 'significant male', parent or guardian in the lives of our children to become better parents through training and participation in our program. We provide time with the children on special projects. We encourage the males to attend these as part of their education as an integral part of their child's life. This also includes incarcerated males. We provide parenting classes to anyone who is interested. We of course pay for any fees involved with this training. We have a program of mentors and role models for our families.

4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

#### Area Agency on Aging:

The AAA coordinates the Commodity Supplemental Food Program with 18 local distribution sites to deliver a 30 pound box of food monthly to low income elderly residents of eastern Montana.

#### Energy Programs

An 800 telephone number is provided to clients to eliminate the cost of their calls.

The Energy Services program provides emergency services through Energy Share of Montana and LIEAP. A safe heating source is provided within 48 hours.

#### Senior Companion

The Senior Companions help their clients to stay healthy by accompanying them to congregate meals, helping to prepare food, grocery shopping, and relaying information they have received on nutrition.

#### Employment and Training

The WIA grant allows for the providing of supportive service payments to ensure that a participant's basic needs are provided for while training (educationally or vocationally) to increase their skills and become self-sufficient. Allowable costs include: payment of rent (full or partial), utility payments, auto insurance and repair, clothing, food, etc. The Employment and Training Department also administers the Youth Independence Grant which can also be used for these costs but also allows for the payment of housing rental deposits.

#### Head Start

Our program provides nutritious meals for all of our children on a daily bases. We invite the parents, guardians etc. to eat with the children whenever possible. We have training that involves cooking on a budget where we provide for any expenses for the training. We have an extensive list of resources and handouts that help parents with meals. Head Start also uses the other departments at Action to help provide any emergency services for our families. For example to help them provide or obtain assistance with fuel expenses, this will allows them to have 'extra' money for other needed services and supplies.

Head Start works with the whole family dynamic to provide the needed services that will allow our families to become better citizens and community members. It allows our low-income individuals to receive a hand-up not a hand-out. Our goal is to break the cycle of poverty.

#### Dawson County Food Bank

The Dawson County Food Bank provides food boxes for individuals and families every first and third Thursday of the month.

If there is an emergency during the month other than these days we will provide an emergency food box. We supply approximately 44 food boxes per month.

### Housing

AEM is able to assist with Emergency Services for past due rent, utilities or food baskets for families in crisis situations.

8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted by other programs.

Action for Eastern Montana is very committed to understanding and addressing the needs of the communities, counties, and families it serves. To this end, Action regularly, and consistently conducts needs assessments – from which a Community Action Plan is developed.

The 2007 needs assessment was distributed in the following manners:

- 1) 1,100 needs assessments were mailed out to current Action clients, along with a self-addressed and stamped return envelope. The names and addresses for the mailing list was generated through LIEAP files provided by the State. It was determined that LIEAP would be the best program from which to generate a mailing list of clients due to their services to families and individuals in all walks of life.
- 2) Three hundred and fifty (350) needs assessments were sent out to Action's Advisory Council, with each Council member receiving seven (7). Action's Advisory Council members – three from each county – then passed the survey out to other individuals living in their county. Advisory Council members were specifically instructed that they needed to select individuals from all walks of life for their surveys and that individuals need not be Action clients.
- 3) Various Action staff distributed surveys as they performed outreach efforts through programs such as community health fairs, meetings with community and business leaders, and among family, friends, and acquaintances.

A return rate of 500 (33%) was hoped for; however, as of the publication of this material results for only 300 (20% return rate) are possible. Please see the following results beginning on the next page:

<b>Question 1 277 answered 218 or (78%) had received services</b>
65 or 23% (30%) had Food Commodities
48 or 17% (22%) had Food Bank Assistance
60 or 21.5% (28%) had Medicare Part D Assistance
9 or 3% (4%) had Senior Companion Services
42 or 15% (19%) had Rental Assistance
166 or 60% (76%) had Assistance with Utility Bills
90 or 32% (41%) had Weatherization Assistance
3 or 1% (1%) had Assistance finding employment
1 or .3% (.4%) had Assistance achieving a GED
8 or 3% (.4%) had Head Start
60 or 21.5% had received no services
75 or 34% (of those answering) had received more than 1 service
<b>Question 2 210 responded</b>
17 or 8% had been homeless
53 or 25% had lived in subsidized housing
35 or 17% had had received ADC or TANF assistance
144 or 69% had received Food Stamps
59 or 28% had received WIC assistance
132 or 63% had received Medicaid coverage
89 or 42% had been on disability
49 or 23% had been on unemployment
150 or 71% had received more than 1 service with the largest group of those who had received only one service being those who had received Food Stamps
<b>Question 3 298 responded</b>
129 or 43% had a computer
97 or 33% had an internet connection at home
272 or 91% had a washer/dryer at home
230 or 77% had cable/satellite TV
115 or 39% had a cell phone
271 or 91% had a traditional phone
139 or 47% had Health Insurance
54 or 18% had a cell phone, traditional phone, cable TV and no Health Insurance
115 or 39% had a cell phone - everyone that had a cell phone had a traditional phone
59 or 20% had everything listed a-f
40 or 13% had everything, but no health insurance
<b>Question 4 287 responded</b>
119 or 41% had gone without medication to save money
168 or 59% had NOT gone without medication to save money
<b>Question 5 123 responded (4 more than had said they had gone without medication to save money)</b>
Of the 4 that said that they did NOT go without medication to save money, all 4 responded in the next question that they did it all the time
25 or 20% said they went without medication ALMOST NEVER
80 or 65% said they OCCASSIONALLY went without medication to save money
18 or 15% said that they went without medication ALL THE TIME in order to save money
<b>Question 6 289 responded</b>
104 or 36% had skipped meals in order to save money
185 or 64% had NOT skipped meals in order to save money
Of the 86 who answered, in question #3, that they had cable/satellite TV, a cell phone, and a traditional phone 20 or 23% answered, in question #4, that they had not taken medication in order to save money and, in question #6, they also answered that they had skipped meals in order to save money
Of the 86 who answered, in question #3, that they had cable/satellite TV, a cell phone, and a traditional phone 20 or 23% answered, in question #4, that they had not taken medication in order to save money and, in question #6, they also answered that they had skipped meals in order to save money. In addition to this finding, of the 86 who had cable/satellite TV, a cell phone, and a traditional phone 13 or 15% said that they "Occasionally" or "All the Time" don't take medication or they skip meals in order to save money, so of the 23% who have cable/satellite TV, a cell phone, and a traditional phone and don't take medications or they skip meals in order to save money a full 65% do this on a fairly regular or consistent basis
<b>Question 7 110 responded (6 more than had said they had skipped meals in order to save money)</b>
Of the 6 that said they had NOT skipped meals in order to save money 3 or 50% said they Almost Never skipped meals, 1 or 16% said they Occasionally skipped meals, and 2 or 33% said they skipped meals All the Time in order to save money
15 or 14% said they Almost Never skipped meals in order to save money
80 or 77% said they Occasionally skipped meals in order to save money
9 or 9% said they skipped meals All the Time in order to save money
<b>Question 8 282 responded</b>

115 or 40% were not involved in any organizations or groups
93 or 33% were involved solely in Church, Temples, or Mosques
5 or 2% were involved solely in other Charitable organizations
7 or 2% were involved solely in Civic organizations
3 or 1% were involved solely in Neighborhood-based programs
13 or 5% were involved with Church, Temples, Mosques and other Charitable organizations
12 or 4% were involved with Church, Temples, Mosques, other Charitable organizations, and Civic organizations
2 or .7% were involved in Church, Temples, Mosques, other Charitable organizations, Civic organizations, and neighborhood-based programs
5 or 2% were involved in Church, Temples, Mosques, other Charitable organizations, and neighborhood-based programs
9 or 3% were involved in Church, Temples, Mosques, and Civic Organizations
3 or 1% were involved in Church, Temples, Mosques, and Neighborhood-based programs
8 or 3% were involved in Other Charitable organizations and Civic organizations
1 or .4% were involved in Other Charitable organizations, Civic organizations, and Neighborhood-based programs
1 or .4% were involved in Other Charitable organizations and Neighborhood-based programs
1 or .4% were involved in Civic Organizations and Neighborhood-based programs
Of the 104 who said they had skipped meals in order to save money 52 or 50% also answered that they were NOT involved in any organizations, groups, or community programs
Of the 119 who said that they had NOT taken medication in order to save money 48 or 40% also answered that they were NOT involving in any organizations, groups, or community programs
Of the 119 who said that they had NOT taken medication in order to save money 74 or 62% had also answered that they had skipped meals in order to save money
Of the 74 who had NOT taken medication in order to save money and had skipped meals in order to save money 37 or 51% also answered that they were NOT involved in any organizations, groups, or community programs
Of the 74 who had NOT taken medication in order to save money and had skipped meals in order to save money 24 or 32% were involved solely in Church, Temples, or Mosques
Question 9 285 responded
120 or 42% had volunteered in the past year. Of the 120 that had volunteered in the past year, 10 or 8% only had an educational level of Some High School, 36 or 30% had a High School education, 30 or 25% had Some College, 21 or 18% had an Associates degree, and 23 or 19% had a Bachelors degree.
165 or 58% had NOT volunteered in the past year
Of the 165 who had NOT volunteered in the past year 38 or 23% had also answered that they had gone without medication and skipped meals in order to save money
Of the 165 who had NOT volunteered in the past year 30 or 18% only had an educational level of Some High School and 71 or 43% had only graduated from High School. Furthermore, of the 165 who had not volunteered in the past year 32 or 19% had Some College educational experience and 9 or 5% had an Associates degree and 7 or 4% had a Bachelors degree.
The largest group of volunteers and non-volunteers were both those with a High School education. Of the 36 High School graduates who had volunteered, 3 or 8% made \$650 or less per month, 7 or 19% made between \$651-\$850, 7 or 19% made between \$851-\$1,100, 5 or 14% made between \$1,101-\$1,400, 4 made between \$1,401-\$1,700, 5 or 14% made between \$1,701-\$2,000, and 5 made over \$2,000 per month. Of the 71 who had not volunteered in the past year 21 or 30% made \$650 or less per month, 19 or 27% made between \$651-\$850, 15 or 21% made between \$851-\$1,100, 6 or 8% made between \$1,101-\$1,400, 2 or 3% made between \$1,401-\$1,700, 3 or 4% made between \$1,701-\$2,000, and 2 or 3% made over \$2,000 per month.
Question 10 a 230 responded
68 or 30% said they were NOT satisfied with the amount of affordable housing in their county
123 or 53% said they were somewhat satisfied with the amount of affordable housing in their county
39 or 17% said they were extremely satisfied with the amount of affordable housing in their county
Question 10 b 271 responded
19 or 7% said they were NOT satisfied with the safety of their neighborhood
116 or 43% said they were somewhat satisfied with the safety of their neighborhood
136 or 50% said they were extremely satisfied with the safety of their neighborhood
Question 10 c 184 responses
44 or 24% said they were NOT satisfied with the number of day cares in their community
95 or 52% said they were somewhat satisfied with the number of day cares in their community
46 or 25% said they were extremely satisfied with the number of day cares in their community
Question 10 d 152 responses

33 or 22% said they were NOT satisfied with the affordability of day cares in their community
95 or 63% said they were somewhat satisfied with the affordability of day cares in their community
24 or 15% said they were extremely satisfied with the affordability of day cares in their community
Question 10 e 153 responses
24 or 16% said they were NOT satisfied with the overall quality of day care in their community
97 or 63% said they were somewhat satisfied with the overall quality of day care in their community
33 or 22% said they were extremely satisfied with the overall quality of day care in their community
Question 11 276 responses
146 or 53% said there IS public transportation service available in their local community
130 or 47% said there IS NO public transportation service available in their local community
Question 12 162 responses (16 more than should have answered because this question only for those who answered "yes" to Question 11)
123 or 76% said 'YES' did know how to use the public transportation service available in their local community
39 or 24% said "NO" they did NOT know how to use the public transportation service available in their local community
Question 13 278 responses
177 or 64% of those who responded are homeowners
101 or 36% were renters
Question 14 45 responses
Average mortgage payment per month of those currently buying a house \$356.05 with a low of \$44.16 and a high of \$788
Question 15 94 responses
Average rental amount per month of those renting was \$272.09 with a low of \$50 and a high of \$550
Question 16 115 (14 more than the number of renters counted in question 13)
44 or 38% had their rent subsidized
71 or 62% did not have their rent subsidized
Of those who had their rent subsidized their average monthly rent was \$216.10, with a low of \$59.00 and a high of \$500
Question 17 163 responses
27 or 17% of survey respondents had moved one (1) time in the past year
8 or 5% of survey respondents had moved two (2) times in the past year
3 or 2% of survey respondents had moved three (3) times in the past year
1 or .6% of survey respondents had moved four (4) times in the past year
1 or .6% of survey respondents had moved five (5) or more times in the past year
123 or 75% of survey respondents had NOT moved in the past year
Question 18 283 responses
4 or 1% of respondents listed their raise/culture as Hispanic or Latino
1 or .4% of respondents listed their raise/culture as Hispanic or Latino and as American Indian
1 or .4% of respondents listed their raise/culture as Hispanic or Latino, American Indian, and as White
4 or 1% of respondents listed their raise/culture as American Indian
10 or 4% of respondents listed their raise/culture as American Indian and as White
256 or 90% of respondents listed their raise/culture as White
1 or .4% of respondents listed their raise/culture as White and as Asian
1 or .4% of respondents listed their raise/culture as White, Asian and other
1 or 4% of respondents listed their raise/culture as White and Other
3 or 1% of respondents listed their raise/culture as Other
Question 19 274 responses
4 or 2% listed their age group as 18-23
47 or 17% listed their age group as 24-44
45 or 16% listed their age group as 45-54
78 or 28% listed their age group as 55-69
99 or 36% listed their age group as over 70
Question 20 282 responses
84 or 30% listed married as their marital status
75 or 27% listed divorced/separated as their marital status
30 or 11% listed never married as their marital status
86 or 30% listed widowed as their marital status
6 or 2% listed "other" as their marital status
Question 21 263 responses
42 or 16% listed their schooling completion level as "Some High School"
111 or 42% listed their schooling completion level as "High School"
57 or 22% listed their schooling completion level as "Some College"
27 or 10% listed their schooling completion level as "Associates Degree"

26 or 10% listed their schooling completion level as "Bachelors degree or more"
<b>Question 22 288 responses</b>
58 or 20% had their source of income solely from wages
3 or 1% had their income from wages and public assistance
3 or 1% had their income from wages, public assistance, and child support
5 or 2% had their income from wages and child support
1 or .3% had their income from wages, child support, social security, and supplemental security income
14 or 5% had their income from wages and supplemental security income
2 or .7% had their income from wages, social security, and supplemental security income
2 or .7% had their income from wages, social security, and retirement/pension
2 or .7% had their income from wages and supplemental security income
2 or .7% had their income from wages, supplemental security income and other sources
2 or .7% had their income from wages and retirement/pension plans
8 or 3% had their income from wages and other sources
1 or .3% had their income solely from public assistance
2 or .7% had their income from public assistance and social security
2 or .7% had their income from public assistance, social security, and supplemental security income
3 or 1% had their income from public assistance and supplemental security income
1 or .3% had their income solely from child support
2 or .7% had their income from child support, social security, and supplemental security income
85 or 30% had their income solely from social security
15 or 5% had their income from social security and supplemental income
2 or .7% had their income from social security, supplemental security income, retirement/pension plans, and unemployment
1 or .3% had their income from social security, supplemental security income, and other sources
19 or 7% had their income from social security and retirement/pension plans
1 or .3% had their income from social security, retirement/pension plans, and other sources
1 or .3% had their income from social security and unemployment
10 or 3% had their income from social security and other sources
1 or .3% had their income from social security and supplemental security income
12 or 4% had their income solely from supplemental security income
2 or .7% had their income from supplemental security income and retirement/pension plans
3 or 1% had their income from supplemental security income and other sources
13 or 5% had their income from retirement/pension plans
1 or .3% had their income from retirement/pension plans and other sources
8 or 3% had their income solely from other sources
<b>Question 23 293 responses</b>
7 or 2% of those surveyed are from Carter County
50 17% of those surveyed are from Custer County
20 or 7% of those surveyed are from Daniels County
27 or 9% of those surveyed are from Dawson County
11 or 4% of those surveyed are from Fallon County
2 or .7% of those surveyed are from Garfield County
17 or 6% of those surveyed are from McCone County
26 or 9% of those surveyed are from Phillips County
12 or 4% of those surveyed are from Powder River County
12 or 4% of those surveyed are from Prairie County
14 or 5% of those surveyed are from Richland County
11 or 4% of those surveyed are from Roosevelt County
17 or 6% of those surveyed are from Rosebud County
21 or 7% of those surveyed are from Sheridan County
4 or 1% of those surveyed are from Treasure County
22 or 8% of those surveyed are from Valley County
19 or 6% of those surveyed are from Wibaux County
<b>Question 24 272 responses</b>
63 or 23% had a total Gross Household Income of \$650 or less per month
59 or 22% had a total Gross Household Income of between \$651-\$850 per month
50 or 18% had a total Gross Household Income of between \$851-\$1,100 per month
34 or 13% had a total Gross Household Income of between \$1,101-\$1,400 per month
11 or 4% had a total Gross Household Income of between \$1,401-\$1,700 per month
18 or 7% had a total Gross Household Income of between \$1,701-\$2,000 per month
36 or 13% had a total Gross Household Income of \$2,001 or more per month
<b>Question 25 276 responses</b>
141 or 51% of respondents had 1 person (themselves) living in their house
76 or 28% of respondents had 2 people living in their house
21 or 8% of respondents had 3 people living in their house
19 or 7% of respondents had 4 people living in their house
11 or 4% of respondents had 5 people living in their house
5 or 2% of respondents had 6 people living in their house
2 or .7% of respondents had more than 7 people living in their house
<b>Question 26 233 responses Question regarding ages of household members</b>

115 or 49% only listed their age (i.e. single person household). Of these individuals the average age was 69 with a low age of 21 and a high of 97 years
62 or 27% of respondents listed children below the age of 18
<b>Question 27 233 responses</b>
68 or 30% of respondents listed the fact that rent prices were too high as one of the primary dilemmas in the housing market in their community
58 or 25% of respondents listed the fact that it was too expensive to own a home as one of the primary dilemmas in the housing market in their community
108 or 46% of respondents listed the fact that there were not enough rentals as one of the primary dilemmas in the housing market in their community
38 or 16% of respondents listed the fact that there were not enough homes for sale as one of the primary dilemmas in the housing market in their community
97 or 42% of respondents listed the fact that there was not enough quality housing as one of the primary dilemmas in the housing market in their community
38 or 16% of respondents listed the fact that paying a down payment was too much of a burden as one of the primary dilemmas in the housing market in their community
<b>Question 28 290 responses</b>
104 or 36% of respondents said THEY WERE currently employed
186 or 64% of respondents said THEY WERE NOT currently employed
Of the 186 who said THEY WERE NOT currently employed 91 or 49% had listed their age as 70 and over in question #19; furthermore, 27% of those who said they were not currently employed has listed their age group as 55-69 in question #19. Thus, 76% of respondents who answered that THEY WERE NOT currently employed were 55 or older and of the 27% who indicated their age group being 55-69 a fair amount of them may well have been over age 65 and retired. However, this still does not resolve the issue of why so many of those who are currently unemployed failed to answer question #29 - the follow up to a "NOT CURRENTLY EMPLOYED" response to question 28, because the wording in question #29 clearly instructed the responder to not answer the question if they were retired.
<b>Question 29 30 responses (154 less than answered that THEY WERE NOT currently employed; this question was a follow up for THOSE WHO SAID THEY WERE NOT currently employed in question 28)</b>
1 or 3% of respondents listed lack of child care as the sole primary reason they were currently not employed
1 or 3% of respondents listed lack of child care and poor job skills as the primary reasons they were currently not employed
5 or 17% of respondents listed lack of child care and not enough jobs as the primary reasons they were currently not employed
7 or 23% of respondents listed poor job skills as the sole primary reason they were currently not employed
4 or 13% of respondents listed poor job skills and not enough jobs as the primary reasons they were currently not employed
1 or 3% of respondents listed the fact that it was too easy not to work and their lack of transportation to good jobs as the primary reasons they were currently not employed
8 or 27% of respondents listed not enough jobs as the sole primary reason they were currently unemployed
1 or 3% of respondents listed not enough jobs and lack of transportation to good jobs as the primary reasons they were currently not employed
1 or 3% of respondents listed the lack of transportation to good jobs as the sole primary reason they were currently not employed
Overall reasons for unemployment
7 or 23% listed lack of child care as a contributing factor in their unemployment
12 or 40% listed poor job skills as a contributing factor in their unemployment
1 or 3% listed the fact that it was too easy to not work as a contributing factor in their unemployment
18 or 60% listed not enough jobs as a contributing factor in their unemployment
4 or 13% listed lack of transportation to good jobs as a contributing factor in their unemployment
<b>Question 30 136 responses</b>
90 or 66% of respondents had held 1 job in the past year
30 or 22% of respondents had held 2 jobs in the past year
5 or 4% of respondents had held 3 jobs in the past year
7 or 5% of respondents had held 4 jobs in the past year
3 or 2% of respondents had held 0 jobs in the past year
<b>Question 31 196 responses</b>
92 or 47% of respondents listed low wages as one of the contributing factors associated with their struggle to pay their utility bill
11 or 6% of respondents listed poor household budgeting skills as one of the contributing factors associated with their struggle to pay their utility bill
76 or 39% of respondents listed the fact that they felt that utility costs were too unpredictable as one of the contributing factors associated with their struggle to pay their utility bill
74 or 38% of respondents listed poorly insulated houses/old appliances as one of the contributing factors associated with their struggle to pay their utility bill



56 or 29% of respondents indicated that OTHER CONTRIBUTING factors were associated with their struggle to pay their utility bill. Responses written in the OTHER section included comments such as 1) Need all new windows, 2) "No money", 3) "Low wages", 4) A very common one was "Utility costs are too high" or some variation of that, 5) Also a very typical response was "No problem" or a variation of that.

**Question 32 220 Responses**

11 or 5% of respondents said they had difficulty associated with a lack of driver's license  
21 or 10% of respondents said they had difficulty associated with their car not running  
127 or 58% of respondents said they had difficulty associated with insurance costs  
190 or 86% of respondents said they had difficulty with gas prices  
13 or 6% of respondents said they had difficulty with a lack of a bus/taxi service or a bus/taxi service that they could not use  
23 or 10% of respondents said they had difficulty with OTHER areas of life

**Question 33 275 responses**

186 or 68% of respondents listed NOT HAVING HEALTH INSURANCE as one of the issues most important to them immediately  
21 or 8% of respondents listed FURTHER EDUCATION as one of the issues most important to them immediately  
14 or 5% of respondents listed GETTING TRAINING FOR A NEW JOB as one of the issues most important to them immediately  
11 or 4% of respondents listed MOVING TO A BETTER NEIGHBORHOOD as one of the issues most important to them immediately  
16 or 6% of respondents listed BUYING A HOME as one of the issues most important to them immediately  
61 or 22% of respondents listed RELIABLE TRANSPORTATION as one of the issues most important to them immediately  
9 or 3% of respondents listed CHILD CARE as one of the issues most important to them immediately  
18 or 6% of respondents listed GETTING A JOB WITH BETTER WAGES as one of the most important issues to them immediately  
24 or 9% of respondents listed GETTING A JOB WITH BENEFITS as one of the most important issues to them immediately  
42 or 15% of respondents listed HAVING AFFORDABLE HOUSING as one of the issues most important to them immediately  
19 or 7% of respondents listed KEEPING KIDS IN SCHOOL as one of the issues most important to them immediately  
10 or 4% of respondents listed ALCOHOL OR DRUG ADDICTION as one of the issues most important to them immediately  
59 or 21% of respondents listed HAVING ENOUGH FOOD as one of the issues most important to them immediately  
166 or 60% of respondents listed KEEPING UTILITY BILLS PAID as one of the issues most important to them immediately  
81 or 30% of respondents listed HAVING GOOD CREDIT as one of the issues most important to them immediately  
11 or 4% of respondents listed PARENTING SKILLS as one of the issues most important to them immediately  
7 or 3% of respondents listed DOMESTIC ABUSE as one of the issues most important to them immediately  
  
22 or 8% of respondents listed OTHER ISSUES as some of the most important issues to them immediately. Other issues mentioned included 1) "Paying off Credit Card bills", 2) "Gas for car", 3) "Education for grandchildren", 4) "Medical bills", 5) "Homeowners insurance", 6) "Home improvement help".

**Question 34 "Is there something that you are determined to do within the next few years that you feel would benefit you or your**

1940 OIL FURNACE IS WORN OUT. NEED TO GET A NEW ELECTRIC FURNACE BEFORE NEXT WINTER  
BECOME MORE FINANCIALLY STABLE, END UP WITH MORE MONEY IN POCKET AFTER PAYING BILLS  
BECOME TRAINED & GAINFUL EMPLOYMENT  
BEGIN AN IRA  
BETTER INSULATION, CONDO BUILT IN 1960'S  
BETTER PAYING JOB, TO PAY BILLS ON TIME, FIND CARE FOR MY HUSBAND (HEALTH ISSUES)  
BUY A HOME  
CAN'T HELP MY FAMILY. ON HOME OXYGEN & CAN'T HEAR VERY GOOD  
CONTINUE TO ADVANCE AT WORK TO BETTER BE ABLE TO PROVIDE FOR US  
FIND A JOB IN MILES CITY THAT DOESN'T GET RID OF A NEW EMPLOYEE BECAUSE OTHER EMPLOYEES DON'T LIKE YOU PERSONALLY  
FIND A SMALL AFFORDABLE HOUSE OUT OF TOWN, SO I CAN KEEP MY DOGS, YET CLOSE ENOUGH TO GO TO THE STORE, DR, ETC  
FINISH MY EDUCATION AT MCC & PURSUE A BACHELORS  
FIX MY HOUSE UP  
FURTHER MY EDUCATION, LIVE IN OUR OWN HOME, HAVE HEALTH & CAR INSURANCE  
GET A STEADY JOB THAT HAS BENEFITS & ENOUGH PAY TO SUPPORT A FAMILY, NOT JUST MAKE IT CHECK TO CHECK  
GET ALL MY LIGHT BULBS SWITCHED TO FLOURESCENT ONES  
GET A BETTER CAR, PAY OFF CREDIT CARDS, PAINT & WEATHERIZE HOUSE  
GET A BETTER PAING JOB WITH MORE HOURS  
GET A JOB WITH GOOD BENEFITS IN MY COMMUNITY  
GET A PROMOTION & A RAISE, LOOKING FOR A 2ND JOB TO WORK FROM HOME (INTERNET)  
GET A STABLE HOME, WORK ON RESTORING CREDIT, DECREASING UTILITIES  
GET CAUGHT UP ON BILLS, PAY PROPERTY TAXES  
GET HEALTHY  
GET MY 2ND OPERATION & THEN GET BACK TO WORK  
GET MY BACK & LEGS FIXED SO I CAN A JOB, KNEES, LEGS & BACK HURT ALL THE TIME  
GET MY BUSINESS PAID FOR  
GET MY BUSINESS UP AND RUNNING



GET MY HOUSE WORED ON. FIX ROOF, LEAKS, LOTS OF WORK
GET MY TEETH FIXED
GET SS FOR FOREST, BUY A HOUSE, & PAY OUR BILLS, MAYBE GO OUT NOW & THEN
GET THE HOUSE PAID OFF & HAVE SOME MONEY IN THE BANK
GET TRANSPORTATION
GETTING A GOOD JOB WITH A GOOD WAGE, BENIFITS, & RETIREMENT
GETTING EXPERIENCE IN A FIELD TO IMPROVE MARKETABILITY
GETTING MY BILLS PAID OFF, LEARNING TO BUDGET
GETTING MY HOME PAID FOR
GO BACK TO COLLEGE TO GET A DEGREE
GO TO COLLEGE
GO TO WORK AND PAY MY BILLS
GOING TO SCHOOL FOR NURSING, START FALL 2007 AND TO COMPLETE THE PROGRAM
HAVE A SPR/ SUM SOCCER PROGRAM IMPLEMENTED IN GLASGOW FOR ALL AGES OF YOUTH, MY GIRLS LOVE IT & FALL PROGRAM ISN'T ENOUGH
HAVE MOST OF MY BILLS PAID OFF
HOPE & PRAY CAN TO STAY IN HOME UNTIL DEATH
HOPE TO BE ABLE TO STAY IN OWN HOME
HOT WATER HEATER HAS STARTED LEAKING, WAITING TO SEE IF ACTION CAN HELP ME REPLACE IT. CAN ACTION MAYBE HELP ME SOME WAY TO ACQUIRE A BETTER VEHICLE?
I AM DOING OK FOR NOW, BUT WOULD LIKE TO GO TO COLLEGE
I AM TRYING TO START A HOME BUSINESS AND I AM GOING BACK TO COLLEGE IN JULY
I WANT TO RETIRE
I WILL BE FULL TIME EMPLOYED THIS YEAR INSTEAD OF PART TIME
I WILL DIE
I WILL HAVE MORE CLIENTS AND THAT WILL HELP WITH EVERYTHING. MORE HOURS, MORE MONEY. I AM NOT LAZY OR ANYTHING, IT JUST SEEMS THAT LIFE IS EXPENSIVE TO LIVE
I'M 60 YEARS OLD. WHY DID YOU SEND ME THIS SURVEY?
IMPROVE HEALTH TO REDUCE MEDICATIONS
JUST ABOUT GOT LAST YEAR'S MEDICAL BILLS PAID OFF SO IT SHOULD EASE UP A BIT.
JUST TO FEEL GOOD & LOOSE WEIGHT. GETTING AROUND A LITTLE BETTER.
KEEP A STRICTER BUDGET
KEEP HEALTHY AS POSSIBLE
KEEP IN GOOD HEALTH
KEEP MY BILLS PAID & MAKE SURE MY FAMILY DOESN'T HAVE TO PAY FOR MY BURIAL
KEEP MY HEALTH
KEEP ON DOING WHAT I DO EVERY DAY
KEEP ON WORKING HARD TO PAY BILLS AND STAY ON TOP OF THEM
KEEP WORKING HARD & FINISH BUILDING OUR HOUSE WE STARTED 2 YEARS AGO
KEEPING WELL SO I CAN DO MY OWN WORK
LOOK INTO ON LINE COLLEGE COURSES TO FURTHER EMPLOYABILITY
LOVE TO GET A HOUSE, NEED A SCREEN DOOR & BETTER WINDOWS FOR HOME, AIR CONDITIONING
MAKE A LITTLE MORE MONEY TO MAKE ENDS MEET, WITH SOME LEFT OVER TO PLAY WITH
MASTERS DEGREE IN BUSINESS ADMINISTRATION
MOVE
MOVE & GET A JOB, LOOK AT MY TRANSMISSION
MOVE CLOSER TO MY DAUGHTER SO SHE CAN HELP TAKE CARE OF ME
MOVE FROM HERE
MOVE INTO TOWN
MOVE TO MILES CITY WHERE THERE ARE MORE JOB OPPORTUNITIES
NEED A DIFFERENT HOME, THIS ONE NEEDS TO MANY REPAIRS
NEED LOW INCOME HOUSING FOR SRCITIZENTS
NEW WINDOWS
OPEN A BUSINESS & MAKE ENOUGH MONEY TO LIVE COMFORTABLY
OPEN A GROOMING SHOP, FINISH MY COPYWRITING COURSE TO INCREASE MY INCOME, AFFORD TO RETIRE & STILL CARE FOR MY FAMILY
PAINT HOUSE, WATERPROOF BASEMENT
PART-TIME EMPLOYMENT, INCREASE FOOD STAMPS AMOUNTS
PAY OFF CREDIT CARDS, FIND A JOB WITH GOOD WAGES & BENEFITS
PAY OFF OUR LOAN ON OUR HOUSE, Help our grandson get his teeth fixed & get his GED
PAY PROPERTY TAXES. I'M DELINQUENT & I COULD LOSE MY HOME. NO HELP HERE

PLAN ON GETTING MY COLLEGE DEGREE, THEN SHOULD MEAN A HIGHER PAYING JOB
PRAY A LOT
Prices climbing too fast to keep up with income
PURCHASE A HOUSE
PUT AN ADDITION TO OUR HOUSE, ADD 2ND BATHROOM & UTILITY ROOM, INSTALL A NEW FURNACE, & REINSULATE THE HOUSE TRYING TO SAVE \$\$\$ TO DO IT, BUT CAN'T DUE TO HIGH REGULAR BILLS.
PUT IN NEW WINDOWS TO CUT DOWN THE DRAFTS DURING WINTER
Put money into savings
RECEIVE CALL FOR CHURCH MINISTRY OR OTHER SERVICE ORIENTED OPPORTUNITY
Relocate
RENTING A HOUSE
Retire
Retire
RETIREMENT PLANNING, ASSISTED LIVING PROJECT
SAVE ENOUGH MONEY TO BURY ME
SAVE FOR EDUCATION FOR CHILDREN AND SAVE FOR RETIREMENT.
SAVE ON FUEL MORE
START DOING SOME STUFF TO HOME TO IMPROVE THE LOOKS
STAY HEALTHY
STAY HEALTHY
STAY HEALTHY
STAY HEALTHY, KEEP CURRENT ON BILLS
STAY INVOLVED IN WORK & COMMUNITY AS LONG AS HEALTH IS GOOD. NO TIME FOR LACK OF MOTIVATION OR PERSONAL LAZINESS
STAYING ALIVE
STAYING AS HEALTHY AS POSSIBLE
STAYING ON MY BUDGET, TO KEEP AHEAD OR EVEN
SURVIVE OPERATION IN JUNE
TAKE CARE OF HEALTH
TAKE CARE OF MYSELF AS MY PARENTS ARE AGING, NEED TO REMOVE THEIR RESPONSIBILITY FOR ME
THINKING ABOUT GOING BACK TO COLLEGE TO BETTER MYSELF
WANT TO.
TRY TO FIND A WAY TO OBTAIN MORE INCOME & FIND HELP TO AID US IN HEALTH CARE
TRY TO KEEP GOING WITH WHAT I HAVE
WANT TO MOVE CLOSER TO MY DAUGHTER
WANT TO WORK BUT CAN'T (DISABLED)
WATCH MY HEALTH
WE WOULD LIKE TO FIND A NICER HOME SO WE CAN FINALLY UNPACK
WOULD LIKE TO BUILD OR BUY A NEWER HOME
WOULD LIKE TO GO BACK TO SCHOOL SO I CAN GET A GOOD PAYING JOB, MOVE TO A DIFFERENT STATE & BETTER
WOULD LIKE TO TRY TO PURCHASE A HOME, FIND FULL TIME & STEADY WORK
WRITE A JOURNAL FOR MY CHILDREN AND GRANDCHILDREN

# Action for Eastern Montana Community Action Plan

## **Employment and Training Vision**

Employment and Training will seek out and work to increase funding and ultimately participation through increasing available funding sources.

Goals:

1. Research and apply for available grants in youth employment.
  - a. Subscribe to newsletters/websites/publications to research available grants.
  - b. Work with partners to maximize potential for securing grants and being successful in the application process.
2. Work with political leaders to pass bills and policy changes that improve services to the at-risk youth i.e. summer employment, WIA reauthorization.
  - a. Policy and Legislation that pertains to at risk youth will be researched
  - b. Staff will work to inform, influence, and persuade local political leaders and representatives on issues which impact Action for Eastern Montana and youth services.

Employment and Training will provide a continuum of services to its participants through the training of staff to provide these services and through maintaining resource manuals to ensure that future staff will be able to provide uninterrupted services.

Goals:

1. Staff will provide training to youth in the areas of employment and education.
  - a. At least one case manager will become certified in soft and life skills training programs.
  - b. Staff will maintain certification in the TABE testing.
  - c. Staff will gain Case Management certification.
2. Employment and Training Director will develop and maintain an up to date procedures department manual. This manual will also contain a detailed listing of contacts and partners, as well as committees that are influential and important to the operation of the Employment and Training Department.
3. Workforce Development Specialists will develop and maintain manuals specific to each district. This manual will contain procedures, contacts and committees which are influential within the district.
4. All case managers will be cross-trained in the management and operation of the each district.

Case managers will be trained in the operations performed by the Director. These will include, but not limited to, payroll, budget analysis, accounts payable, purchase order tracking, and procurement

## **Senior Companion Program's Vision**

I would like to see the Senior Companion Program be able to help meet the increasing demand for services which keep the elderly independent. Because we are one of the few programs where income guideline is not a barrier to obtaining services, we will continue to see an increase in the clients who need this program. I feel we need to increase the number of companions in each of the 12 counties we are in and to expand into the 5 counties we do not have companions.

To this end I have 3 goals:

- (1). Apply for a Programs of National Significance (PNS) Grant if and when the National Corporation has any. These are highly competitive grants but if we were success in getting one, it would allow us to increase the number of slots for stipend companions.

We would need to have a commitment for the 10% matching funds from our local sources.

(2) We can increase the number of companions by starting to have non-stipend volunteers. These would be seniors 60 years and older who exceed the income guide lines for a stipend companion.

We are required to still give the volunteer the mileage and meal reimbursements, but this can not come from our Federal Program dollars. We will have to find a non federal funding source for this cost.

(3) The cost of increasing our program is our biggest barrier. There is only so much we can fund raise. To help with this problem we need to have a reliable source of funding to help meet the 10% federal match. We hope to set up some kind of trust fund for the Senior Companion Program where we would be able to access non federal dollars.

How to achieve these goals:

(Goal 1)

PNS grants are very hard to come by. Your application has to be first rate. I will have other Senior Corp directors who have been successful in writing PNS grants to help me write a better application.

I will continue to establish a working relationship with our local government sources to obtain commitments from them to help fund the 10% matching funds.

(Goal 2)

I have started to talk to seniors who would like to be companions but who exceed the income requirements and we will be able to find volunteers who will want to be non-stipend companions.

Again it is the funding which will dictate wither we will be able to start this new phase of the program.

(Goal 3)

I will continue to build local support for the Senior Companion Program by doing more outreach especially to the adult children of seniors. I will also establish working relationships with county and local officials.

I hope to be able to find and apply for private corporation grants which will allow us to start a trust fund so we can have a stable source of funding. This is a long term goal as building the relationships with local and private corporations takes time.

## **Area I Agency on Aging Department Vision**

I would like to see our department ready to be able to take on additional program objectives as they arise. For example, the National Medicare Part D Prescription Drug Program threw all aging services in Montana into a whirlpool. We need to be better positioned to be proactive instead of reactive. Area I has handled Part D very well, so far; but not without cost to our other programs. The key to being proactive and not reactive is having and maintaining permanent quality staff with the ability to partner with other agencies/ programs to hire additional staff and utilize volunteers when needed. Since a program of this magnitude affects all of our other programs, we must be prepared to cover our regular services also.

Several things need to happen to keep us prepared to take on new challenges.

1. Additional funding is needed- administrative expenses (administration, nutrition project and CSFP) have decreased from 62% of our AAA staff expenses in 2002 to 40 % in 2006. Direct service expenses for I&A and SHIP have increased from 21% in 2002 to 34 % in 2006 and Ombudsman services have increased from 13% to 21%. Training expenses have increased from 4% to 5%. Steps:

- Advocate for increased federal and state funding
- Pursue creative new sources- SMP

2. Work at maintaining existing, trained staff who perform their duties well and who are dedicated to their jobs and the clients they serve. Steps:

- Be a better supervisor by recognizing and rewarding staff, working on moral issues
- Provide staff the training and education they need to perform their duties
- Keep advocating to AEM for better salaries and good benefits for the staff and for reduced direct cost expenditures

3. Position the department for normal changes in staff due to several key staff people nearing retirement age in the next 5 years. Steps:

- Provide training to the CCOAs and senior center staff on their job duties and responsibilities, encouraging them to do more, as they are capable of doing more.
  - a. MASTS data entry
  - b. budgets
- Investigate alternative ways to cover services being provided by current staff that may leave our employment. For example, ombudsman services require very special skills. I would like to see us have 3 part time local Ombudsman who cover approximately 12 facilities each, one Ombudsman per district, with a backup person in Glendive.
- Pursue the possibility of adding additional part time I&A/SHIP counselors out in the counties. Monitor program specialist hours charged to nutrition as we are underutilizing that funding source. Congregate and home delivered meal costs are 49% of CCOA expenses, yet we charge 33% of staff hours to the nutrition project.
- Increase FTEs from 6.31 to 7.76
- Continue cross training staff.

## **Vision of the Energy Services Program**

- 1) A one or two paragraph personal statement regarding what YOUR vision is for your Department over the next five years.**

Our vision for the Energy Services program starts with getting off high risk. We believe this can be accomplished by continuing to meet our contracts. We would like to work more as a team and improve our public relations within the 17 counties we serve.

- 2) The top three to five goals that YOU FEEL must happen in order to bring about YOUR vision for your Department.**

- a. Get off high risk
- b. Damage Control on the highline – PR
- c. Client Education
- d. Work as a Team
- e. Budgeting Services

- 3) The top three to five steps that YOU WILL take to bring about EACH one of your three to five goals.**

- a. Get off high risk
  - i. Continue to meet our contract deadlines
  - ii. Monthly Calendar and stay organized
  - iii. Keep contractor busy
  - iv. Get the 2 new auditors trained
- b. Damage Control on the highline
  - i. Customer Service
  - ii. Place an ad in the paper introducing Richard as the new Weatherization Auditor.
  - iii. Informational articles in the Glasgow Courier – so that we will be seen as an agency with helpful info – client education.
  - iv. Consider advertising on the vehicles to increase awareness in the communities.
    - 1. Magnet with AEM Energy Services and our phone number
    - 2. AEM on the Bug Deflector
  - v. Good work ethic
  - vi. When the new Fort Peck priority list comes out have Cindy/Sheri travel to Poplar and meet with Pauline Grandboise.

- c. Client Education
  - i. More hands on with the client
  - ii. Wear our Action coats and Action shirts all the time to increase awareness of Action for Eastern Montana
  - iii. Client ed– part of the audit would be using that blue book – so that they have an actual model to follow – that it would not be hit and miss info – as some people just want the supplies –while others want you to come in and visit all day –give them written info – but the spoke word is probably more productive.
  - iv. Update AEM brochure
  - v. Educate staff on all the other programs offered through Action for Eastern Montana
- d. Team Work
  - i. Communicate
  - ii. Switch office with E&T
  - iii. Referrals
  - iv. Learn more about the departments
  - v. Cross train all the employees
- e. Budgeting
  - i. Incorporate in Energy Ombudsman – home visits

## **Housing Department's Vision**

We all agreed that we would like the Housing department to be a viable self-sustaining entity of Action. We don't like being known as the poor department that holds the other departments back from getting raises they feel they deserve (although we feel we deserve them, too). We believe that if we can bring another program into our department, that would help us be more self sufficient. We also realize that there is a severe shortage of decent, safe and affordable housing in eastern Montana. We would like to bring these two things together (a new program and the housing shortage) and improve housing stock for our current and future clients.

*To reach our goal of housing improvement we feel we need to do a couple of things.*

1. Start a self help housing project. While we would like to work with RCAC to do this, we think we need to research other options as they are at a standstill right now because of lack of funding. The Montana Homeownership Network has done some wonderful things in the Great Falls area and I think they could be a great resource of knowledge and possibly some funding for us. Our goal is to find out what assistance they are able to offer to us, be it technical or monetary.
2. High School House. One of the projects they do in Great Falls is work with the school industrial arts program to build a house during the school year with the help of local contractors and then sell it to a low income family. Again, working with MHN would be vital to this project, as well as approaching the school board to determine their interest in the project before pursuing funding.
3. Work with the city and county governments to determine need in our service area. There are a couple of groups starting a task force and we feel we need to be involved. Attending meetings and working with other entities to develop a plan is the first step, followed by finding our place in the plan.
4. We would also like to see our lease up rate be consistently higher. This can be accomplished by continuing with the mass briefings, encouraging clients to find decent and safe housing by guiding them to landlords willing to work with Section 8, and to have a quicker response after receiving a Request for Tenancy. Since we have greatly improved this in the last 8-10 months, this should be doable.
5. We would like to pursue funding to continue the IDA Program after September. This program has been so helpful to clients and has given them tools to learn budgeting skills and how to save. Our goal is to find a way to keep the program going by looking for grants or some kind of fundraising to provide match as well as initial monies.

There is the possibility of bringing in housing from St Marie or Great Falls Air Force bases, but this could be cost prohibitive with the distance and having to lift electrical lines along the way. With the cost of land, hooking up utilities, a foundation and the house, it may make it unaffordable for low-income families. We could look into rehabilitation with the thought of selling them at market rent which could free up other housing for low income. We could also look at doing an owner rehab program.

# Community Questionnaire Results

In addition to the above mentioned visions and action plans, Action for Eastern Montana is committed to more completely helping the public become aware of Action's specific programs and how they might be of benefit to the clients. In the late summer and early fall of 2006 Action staff went door to door in Glendive, Montana (the location of Action's central offices) in an effort to ascertain the level of knowledge that people in Glendive had regarding Action, its services, and the level of its community presence. Glendive was chosen specifically due to its being the location of Action's central office and as a result the town within Action's service area most exposed to the presence of Action. Thus, if there were community-wide-knowledge-deficit levels in Glendive it could be safely assumed that the problems would exist in outlying communities on an exponentially greater scale.

As a result of this questionnaire, it became clearly apparent that Action as a company was well known in the community; however, Action's programs were exceptionally unknown or misunderstood. As a result, Action has worked much harder to help the communities it serves more fully understand the services they might receive through Action. This has been worked on by having Action staff attend more community events such as health fairs, job fairs, county fairs, and service organization meetings. Throughout all of this outreach Action strives to have a diverse group of staff available to answer questions regarding specific programs and supportive services. This outreach has been extremely beneficial in helping Action staff meet one-on-one with potential clients in an effort to help them receive the help they need more quickly and from the appropriate service organization.

## Community Questionnaire

Have you heard of the organization "Action for Eastern Montana?"

Yes	90%
No	10%

Of those who had not heard of Action, they had lived in Eastern Montana for 5 yrs., 16 months, and 79 yrs

Do you know the location of Action's office?

Yes	93%
No	7%

Of those who did not know the location of the office they had lived in Eastern Montana for 1 yr., and 25 yrs.

How many employees do you think Action has?

On this question I always told them "in our whole service area" and I described the cities we serve.

Correct Answer

0-20	35%
21-40	35%
41-60	8%
61-80	
81-100	10%
101-120	8%
121-140	
141-160	4%
161-180	
181-200	

Have you or your spouse or child ever received services from Action?

Yes	30%
No	70%

What programs do you think Action has to offer?

Percent who that it was offered is the number indicated

Head Start	81%
WIC	48%
Energy Assistance	85%
Free clothing	70%
Food Bank	81%
Free transportation services	30%
Drug/Alcohol prevention	22%
Meals on Wheels	22%
Payments for prescriptions	19%
Weatherization Assistance	85%
Rental Assistance	66%
Savings Assistance	7%
Senior Companions	41%
GED Assistance	30%
After-school programs	33%
Food Stamps	41%
Food Commodities	70%
Business start-up grants	15%
Home loan financing	11%
Job skills training	37%
Senior services ombudsmen	30%
Divorce counseling	15%
Home "fix-it" project assistance	33%



# **Action for Eastern Montana's Governing Board**

2007

## **District I**

2007-2009

### **Public Sector**

David Pippen

501 Court Square #1

Glasgow, MT 59230

(406) 228-6219

(406) 228-8663

### **Private Sector**

Marian Simonson

P.O. Box 43

Plentywood, MT. 59254

(406) 765-1799

## **District II**

2008-2010

### **Public Sector**

Jim Skillestad

207 W. Bell

Glendive, MT 59330

(406) 377-3809

(406) 377-3562

### **Private Sector**

Audre Barthel

P.O. Box 133

Wibaux, MT. 59353

(406) 796-2242

## **District III**

2009-2011

### **Public Sector**

Betty Aye

Rt. 89, Box 13

Broadus, MT. 59317

(406) 436-2441h

(406) 436-2657 ch

### **Private Sector**

Gloria Askin

P.O. Box 1257

Baker, MT. 59313

(406) 778-2725

paskin@midrivers.com

### **Low-Income Rep.**

Glenna Kelsey

P.O. Box 1707

Malta, MT 59538

(406) 654-2746

### **Low-Income Rep.**

Helen Beres

214 Gibson

Glendive, MT. 59330

(406) 377-5336

727jj30@midrivers.com

### **Low-Income Rep.**

Dorothy King

P.O. Box 224

Broadus, MT. 59317

(406) 436-2260

### **At-large Public**

Vickie Delger

400 2<sup>nd</sup> Ave. South

Wolf Point, MT 59201

(406) 653-6248

(406) 653-3266

### **At-large Private**

Pastor Betty Mawbey

P.O. Box 50

Savage, MT. 59252

(406) 776-2219

7760-2218 ch

### **At-large Low-income**

Pastor Robert Shy

210 Cedar Ave.

Colstrip, MT 59323

(406) 748-41666

(406) 740-0034 cell

### **Head Start Representative**

2007

Pat Eiker

104 Dilworth St.

Glendive, MT. 59330

(406) 377-6322

Updated 29-March-2007



**DISTRICT IV  
HUMAN RESOURCE DEVELOPMENT COUNCIL  
HAVRE, MONTANA**

- 1. WORK PLAN 2008 AND 2009   \*\*\***
- 2. BUDGET 2008 AND 2009       \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006   \*\*\***

**\*\*\*Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

## Statement of Assurances

As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit **(S)** as part of the **2008-2009** CSBG application, or assure **(A)** that it will do the following:

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district. **S**
2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. **S**
3. A description of how CDSG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. **S**
4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. **S**
5. Will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective deliver of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. **A**
6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. **A**
7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation. **A**
8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs. **S**
9. Will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA). **A**
10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices. **A**

Submitted by: Paul Preschl  
Agency: District IV  
Date: 7/20/07

## STATEMENT OF ASSURANCES SUBMISSION

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district.

District IV Human Resources Development Council is a private, non-profit Community Action Program that was incorporated in 1965 to serve in the “War on Poverty.” As a C.A.P. agency, the Council’s goals are to serve, advise, educate and, most importantly, aid society in projects aimed at breaking the cycle of poverty in Hill, Blaine and Liberty Counties. The services offered by District IV HRDC are developed to enable low income individuals of all ages to attain the skill, knowledge, motivation and the opportunities needed for them to become fully self-sufficient. District IV HRDC is the primary provider of services for low-income households in the three county area. The current programs administered by District IV HRDC are as follows:

Energy and Weatherization programs are designed to conserve energy and cut down on fuel costs of eligible applicants. Eligibility is based on a household’s total annual gross income. Eligible applicants, whether rented or owned have their residences audited by a Weatherization Program Auditor. The LIEAP Program provides assistance in making heating systems more efficient and less costly. The Energy Assistance Program helps low-income people pay for rising energy costs.

The Domestic Abuse Program provides alternatives to people who are living in violent home situations. Emergency and non-emergency services are provided to clients including transportation, emergency shelter, transitional housing, and legal and financial referrals. The program also maintains an anger management group, women’s support group and makes many public presentations dealing with family violence.

The Housing Department administers Section 8 Housing Rental Assistance enabling eligible participants to live in safe, decent, and affordable housing. The program also administers the Mutual Self-Help Housing program where families help build their own house through “sweat equity.” Five houses are nearly finished and another 11 houses will be started this summer.

The Havre Food Bank provides food and nutrition assistance to needy families by supply food boxes to the needy.

Northern Montana Early Head Start serves low income families including pre-natal mothers and children ages 0 to 3 with prenatal services, center based services and home based services. The health and wellness specialist provides education and support to prenatal mothers and when they are born, they are enrolled in the center or home based program according to the family needs. The center based program houses a licensed child care center with a capacity for 16 infants and toddlers. Each classroom is staffed with 2 full-time educators and one half-time assistant. The home based option serves 36 families with 3 full time educators who make weekly home visits and facilitate two monthly socialization groups.

Northern Montana Head Start is a no-cost preschool child and family development program. The program is designed to maximize the strengths and unique experiences of each child. Head Start seeks to improve the opportunities for self-sufficiency of under-privileged families by providing educational services, health services, nutritional services and family social services.

Child Care Link provides child care block grant administration, child care provider education and certification, consumer education, and resource and referral services.

Employment and Training offers employability enhancement and job seeking skills through WIA Youth, WIA Adult, Youth Mentoring and the Skills training center. A variety of life skills and training are available for participants as they make the transition into the work force. The program offers Self-Esteem training, Positive Image Building, Interviewing Skills, Job Seeking Skills, Clerical and Computer Skills. The program also offers Job Placement services, On the Job Training opportunities and Limited

Internships. Youth are matched with mentors in the Youth Mentoring Program to help socially with under privileged youth. The program also offers Adult Basic Education and Literacy Training to anyone seeking skills in preparing to take the GED test or in preparing to enter college programs.

2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations.

District IV HRDC participates in the following unique collaborations:

- The Department of Justice administers a collaborative grant with the City of Havre called Grants to Encourage Arrest Policies. The program provides support to the agency's Domestic Violence program and DVP coordinates team meetings, data collection and reporting.
- HRDC spearheads the local task force on homelessness and participates in the Statewide Continuum of Care effort.
- HRDC provides leadership to the local WoRC task forces and Community Management teams that coordinate child care, job training, case management and support services to welfare recipients.
- HRDC Family Partners and Head Start staff participate in the local child protection teams with Family Services, law enforcement, school districts and mental health staff.
- District IV HRDC coordinates and cooperates with all community human service program as well as the Fort Belknap and Rocky Boy Indian Reservations.
- District IV HRDC maintains formal and informal referral agreements and linkages with other area services providers such as:

Adult Basic Education, Golden Triangle Mental Health, MSU Northern Area High Schools, Area Senior Centers, Bear Paw Development Corp., Bear Paw Cooperative, Blaine County Health Department, Consumer Credit Counseling, Golden Triangle Mental Health, Harlem Housing Rehab and Home Loan, Havre Housing Rehab Loan Program, Havre Clinic, H.E.L.P., Hillview Apartments, Mt. Job Service, Indian Health Service, Northern Montana Chemical Dependency, Oakwood Village, Qualify Life Concepts, Registered Child Care Providers, Rocky Boy Clinic, Rocky Boy Social Services, Salvation Army, Ft. Belknap College, Ft. Belknap Social Services, Hill County, WIC, Hill County Health Dept., Hill County Home Health, Montana Legal Services, All Law enforcement agencies in the Tri-County area, Stone Child College Local DPHHS and Welfare offices, Microbusiness Development Corp., Social Security Administration, Tribal Energy and Housing Programs, Tribal TERO Offices

HRDC's staff participates and provides leadership to many collaborative entities in the region such as:

United Way of Hill County  
Havre Chamber of Commerce  
Salvation Army  
Community Food Bank  
Critical Incident Stress Management Team  
Hill County Family Support Coalition Support Group  
Havre Housing Group  
Havre Economic Development Committee  
Area ministerial associations

3. A description of how CSBG funds will support innovative community based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

CSBG funding represents less than 4% of the total annual cash resources. All of the programs served low-income families and others in need. Each department and staff work closely together to provide families with a seamless and comprehensive array of services. Bi-weekly meetings attended by staff from all programs are held to coordinate services and develop strategies to meet special needs. All available resources are brought to the table to implement each program so that the desired outcomes are achieved. In order to achieve this and comply with all applicable laws and regulations, an independent auditor in compliance with OMB Circular A-133 performs an annual agency-wide audit. Fiscal practices are in accordance with generally accepted accounting principles. All financial and programmatic records, supporting documents, statistical records, and other records documenting the services provided are retained for a minimum of three years from the end of the contract or three years from the audit following the contract closure. District IV HRDC has not had any questioned or disallowed costs during the past six years. A copy of the audit and the agency's response is sent to each requesting funding source following completion of the audit. The 2007-2008 CSBG workplan in addition to eligible activities shows the amount of CSBG funding necessary for each activity as well as the amount of Federal, State, and Local funds that will support that activity. The enclosed Work Plan contains descriptive goals and tasks under each eligible activity and each will be evaluated and reported to the STATE CSBG administering agency per our agreement with the state.

4. Provide on an emergency basis for the provision of such supplies and services, nutritious foods and related services as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

In reference to providing emergency food, for the provision of such supplies and services, nutritious foods and related services, it should be noted that the Havre Food Bank came under HRDC's umbrella in 2004. This operation combined with our existing programs provides emergency food baskets, coupled with nutrition counseling and parenting in our comprehensive service package.

8. Will submit a Community Action Plan that includes a needs assessment which may be coordinated with community needs assessments conducted for other programs.

### **COMMUNITY NEEDS ASSESSMENT DISCUSSION**

900 community surveys were sent out to our communities. 405 of the surveys were returned. A copy of the raw results is attached as an addendum.

In January of 2007, 250 community surveys were sent out to families by Early Head Start and Head Start. They received responses from 38 families. Attached is the Executive Summary.

In analyzing the survey, we found that 62.2% of the respondents said they couldn't afford adequate health care with out assistance. What health care they could get through Early Head Start and Head Start was very helpful and a continuation of the CHIPS program would be a great help in addressing the issue. Health related issues for the children in need are addressed through our Early Head Start and Head Start programs by such activities as dental and vision checks as well as the resident RN monitoring the children's health and nutrition. 89.8% had used either Early Head Start or Head Start over the past year.

41.1% of the respondents indicated that their homes were in need of weatherization. 36.4% indicated that they couldn't afford the utilities or the utility hook up fee. Assistance involving energy will be provided through the processing of applications to determine eligibility to receive assistance through LIEAP and Montana Energy share. We will also do weatherization projects to help make homes more energy efficient. 20.3% of the respondents said they had received energy assistance over the past year.

28.8% of the respondents said it was difficult to find affordable housing. 11.9% said the security deposit and the first and last months rent upon moving in was too high and they couldn't afford it. 21% indicated that the housing was sub-standard and 11.3 % indicated that the housing was not energy efficient. 55.2% of those responding said they lived in rentals while 26.8% said they lived in subsidized housing. 20.4% said they had to use at least 50% of their income for housing. Through our Section 8 housing program, we will provide vouchers for Section 8 housing and rental assistance. We have started a Mutual Self-help housing program where families can build their home through the program using "sweat equity." 20.3% of the respondents used some type of rental assistance over the past year.

In addressing barriers to finding a job, 23.7% said lack of experience and training made it hard to find a job. 16.9% said it was hard to find a job with a livable wage while other had trouble find adequate child care while they were at work. Employment and training will provide many services in helping clients acquire skills to become employed. We will help clients get their GED diploma as well as help them acquire skills to help seek employment. We will also have a revolving fund to provide emergency vouchers to clients desperately in need of emergency assistance. 39% indicated that they could use Job training and educational assistance.

The daily newspaper reports cases of Domestic Abuse almost on a daily basis. Our Domestic Abuse Program provides the victims with advocacy, transitional housing, safe haven shelter as well as assistance in seeking legal resources such as orders of protection and support through the justice system through networking strategies. Our program will continue to work on awareness of the problem within the community and they will do many presentations dealing with prevention issues and general education concerning the problem such as anger management training etc.

15.3% of the respondents indicated a lack of available child care. Our agency will provide assistance in child care issues through our Child Link Program which provides assistance and training to child care providers and helps in the referral area for clients looking for child care services. The program does a great number of trainings dealing with safe and effective child care. 20.3% of the respondents had received child care assistance within the past year.

District IV HRDC through it's Early Head Start, Head Start and Home Based programs provide quality services and educational programs. The program also provides vision and dental services and nutritional services through its lunch programs. They also provide parenting training and assistance.

27.1% said they did not have enough money for their food needs each month and 29.6% said wages were so low that they couldn't survive without the Food Bank. Our Food Bank with its partnerships of IGA and Albertson's will continue to assist families in need with food baskets to keep anyone in need from going hungry. 23.7% of the respondents indicated that they had used the Food Bank over the past year.

In analyzing the survey, we found that 61% of the respondents needed child care assistance, 54.2% need Health Insurance assistance, 50.8% needed housing assistance, 44.1% need heating and weatherization assistance, 39% need Job Training and education assistance, 27.1% needed transportation assistance and 25.4% needed parent training.

The communities are definitely in need of the services we provide and are happy with the services. Our strategy will be to pursue any grant opportunities we can find that pertain to the accomplishment of our mission. We will continue to collaborate with other organizations in helping the less fortunate individuals and families in the communities we serve. We will continue the successful Mutual Self-help Housing Program to fulfill the dreams of less fortunate families in owning a home. We will continue to seek Youth Build program and Summer Youth work programs.

95.8% of the respondents said the services provided had helped their families become more self-sufficient and had helped improve their living conditions. 97.9% said they had been treated fairly by HRDC.

# DISTRICT IV HUMAN RESOURCES DEVELOPMENT COUNCIL BOARD OF DIRECTORS ROSTER

May 2007

MEMBER NAME	ADDRESS	REPRESENTING	COUNTY	DATE ELEC/Term
<b>PUBLIC SECTOR</b>				
Kathy Bessette	Hill County Courthouse	Hill Co Commission	Hill	1/98
Katherine Williams	827 5 <sup>th</sup> St N, Havre	MSU Northern	Hill	5/02 to 2011
Don Swenson	PO Box 278, Chinook	Blaine Co Commission	Blaine	1/03
Russell Tempel	PO Box 131, Chester	Liberty Co Commission	Liberty	10/02
Kathy Leeds	P.O. Box 527, Havre	Quality Life Concepts	Hill	9/2006 to 2011
<b>PRIVATE SECTOR</b>				
Allison Keeley	PO Box 831	Wells Fargo Bank	Hill	4/07 to 20013
Cheri Van Gorden President	1028 Cleveland	Triangle Telephone	Hill	1/03 to 2013
Gina Bishop Vice-President	Hill County Courthouse	Deputy Co Attorney	Hill	5/05 to 2011
Aaberg, Phillip	1 First St. East Chester	Self-Employed	Liberty	1/05 to 2013
<b>LOW INCOME SECTOR</b>				
Gary Crossler	7770 First Street W.	Food Bank	Hill	9/01 to 2011
Donna Pike Secty/Tres	PO Box 79 Zurich 59547	Low Income	Blaine	10/00 to 2011
Shawn Rettig	990 Boehm Road	HS Policy Council	Hill	11/06
Jean Patera	607 1 <sup>st</sup> Avenue	Hill County Electric	At Large	2/07 to 2012
Buster Moore	PO Box 1016 Harlem	Low Income	At Large	4/2007 -4/2012
<b>ALTERNATES</b>				
Mike Anderson (Kathy Bessette)	315 4 <sup>th</sup> Street Hill County Courthouse	Commissioner	Hill	1/05
Wannette Gray 1315 Jefferson Ave #7 Havre, MT 59501	262-7112	HS Policy Council	Hill	11/05
Eleanor Bricker	PO Box 831 - Havre	Wells Fargo Bank	Hill	11/03
Delores Plumage (Don Swenson)	PO Box 484 Harlem	Self-Employed	Blaine	6/01 to 2011



**2 - Low Income Sector** -The five Board members who represent the low-income sector shall be persons chosen in accordance with selection procedures adequate to assure that they are representative of the low-income in the area or group they represent. Two (2) of these members will be appointed at large and will represent the entire district; two (2) members shall be appointed to represent the low-income in Hill and Blaine County respectively; and one (1) low-income seat will be reserved for the duly elected Chairperson of the Policy Council of Northern Montana Head Start. Only those groups or organizations whose membership and/or clientele are primarily low-income individuals will be eligible to appoint representatives to the Board. Local food banks, low-income advocacy groups, or other service providers are examples of potentially eligible organizations. Potentially eligible organizations may be identified by the Board or may petition for representation as provided for under Section 6 of this article.

**1 - Private Sector Member** - The five private sector representatives shall be officials or members of business, industry, labor, religious, or other major private groups and interests in the community. Private sector representatives may reside anywhere within the District with the intent that the Board may make appointments as necessary to balance the Board to comply with Section 1 of this Article.

8 – Hill County

3 – Blaine County

2- Liberty County

2- Low – Income – At large

**DISTRICT V  
OPPORTUNITIES, INC.  
GREAT FALLS, MONTANA**

- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

**\*\*\*Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

## STATEMENT OF ASSURANCES

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district.

Opportunities, Inc. service delivery system begins with the Human Service Resource Office (HSRC) as a “one-stop” intake, direct service and/or community referral system. The Family Resource Worker’s initial assessment includes evaluation and customization of services needed to meet individual needs and the data collection process. The participant and Opportunities, Inc. staff collaborate in the development of a strategy, identifying goals and the manageable steps both will take to ensure that family’s needs are met, taking into account both strengths to build upon and barriers to overcome. This assessment surveys emergency needs, general household needs, family issues, personal skills, life experience, education and work experience. The Family Resource Worker expands the participants’ awareness of available services, informs the participant as to eligibility, and works to encourage self-reliance through intelligent, informed referral and encouraging the family’s willingness to progress. Thus the process capitalizes, not on case management itself, but on the informational, supportive, self-reliant style expressed by the Family Service Resource Worker. This one-stop concept of service delivery not only provides convenient and timely service and referral, but also tracks these services, and aids in evaluating service effectiveness. The agency can then participate within the community service network to define service gaps and work toward improvement.

2. A description of how linkages will be developed to fill identified gaps in services, through provision of information, referrals, case management and follow-up consultations.

The first step in identifying service gaps within the service community is gathering information with each client during initial intake which is appropriately entered into the Central Data System (CDS).

The second step is making appropriate decisions as case managers to locate supportive services, advocate, supply services and/or make community referrals.

Finally, cooperative planning with other service providers is an on-going process.

3. A description of how CSBG funds will support innovative community based initiative related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

Opportunities, Inc. provides, through direct services and referral, programs and services to encourage family stabilization to better assist them to achieve self-reliance. These services include, but are not limited to counseling, classes, workshops and other venues appropriate to client needs.

4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract counter act conditions of starvation and malnutrition among low-income individuals.

Opportunities does provide, on an emergency basis, such supplies and services, nutritious foods and related services through referral arrangements with Salvation Army, ST. Vincent de Paul, the Food Bank, and FISH to counteract negative emergency conditions.

5. Opportunities, Inc. will work with the state office to coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of such services to avoid duplication of such services and a description of how the state and the HRCS will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment act.
6. Opportunities, Inc. will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organization serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations
7. Opportunities, Inc. has well-established procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation.
8. Opportunities Inc. will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs.

9. Opportunities, Inc. will cooperate in the implementation or the Results Oriented Management System (ROMA).
10. Opportunities, Inc. will inform custodial parents in single-parent homes who participate in |CSBG funded programs about the availability of child support services and refer them to child support services.

---

Executive Director

---

Date

Opportunities, Inc.  
P O Box 2289  
Great Falls, MT 59403

#### NEEDS STATEMENT – 2008-2009 WORK PLAN

Major assessments of needs for the low-income community are regularly conducted by public and private agencies. Inter-organizational arrangements, informal and formal, also encourage the exchange of needs information.

One of the most critical indexes of the economic situation in the Opportunities, Inc 6 county service area is that the percent of families living below poverty varies from a low of 9.7% in Toole County to 23.5% in Glacier county. Other counties poverty levels were Cascade at 10.4%, Chouteau at 16.5%, Pondera at 15% and Teton at 12.2%.

General demographics of those served included average age of household head at 42; 56% female head of household; 55% had a high school diploma; 51% were unemployed.

Among all services provided, requests for emergency food and clothing were the top two priorities.

Needs expressed by clients beyond food and clothing included housing assistance, transportation assistance, employment training, child care and utility assistance. (With the continuing rise in utility rates, requests for utility assistance have increased by 7-9% each year since 2002.)

An extensive grass roots level survey of low-income communities in 11 of central Montana's counties (including the 6 in Opportunities, Inc. service area) found that lack of living wage jobs lead to the causes of poverty as evidenced by problems for families in meeting housing, transportation and medical bills.

This survey, conducted by the Community Ventures Coalition, also found that the definition of poverty varied slightly from community to community but coalesced into the following: Poverty is the collection of individual sorrows that overwhelms the ability of individuals and communities to help themselves and each other and erodes the well-being of the region.

The planning committee of the Opportunities, Inc. board of directors concluded that long term needs of the low-income community will not be met by only providing services; rather a serious effort must be undertaken by all stakeholders in planning for and implementing economic development strategies that ensure wage and business income adequate to meet family needs for the 21<sup>st</sup> century.

As such the planning committee and the board of directors examined 18 possible venues/programs to strengthen the agency for general community impact. The board selected property management and training as areas for increased concentration.

## 2007 Opportunities, Inc. Board of Directors

ELECTED OFFICIALS	
1.	Charles Klassen Cascade County Commrs.
2.	Lance Olson Cascade County Commrs.
3.	Jim O'Hara Chouteau County Commrs.
4.	Mike DesRosier Glacier County Commrs.
5.	Cynthia Johnson Pondera County Commrs.
6.	R.F. Sam Carlson Teton County Commrs.
7.	Ben Ober Toole County Commrs.
PRIVATE SECTOR	
1.	Adrianna Standiford Chamber of Commerce
2.	Lloyan Faulkner Cascade County Trades & Labor
3.	Fr. Anthony Gregori Gt. Falls Ministerial Association
4.	Kathy Meier College of Great Falls
5.	Bob Meyers Senior Citizens Center
LOW-INCOME SECTOR	
1.	Laura Goulet Head Start Policy Council
2.	Dawn Grove Chouteau County Comm. Dev.
3.	Vacant Glacier County Low Income
4.	Leslyn Skillings Pondera Comm. Action Group
5.	Jean Schoonover Teton County Concerned Citizens
6.	Ed Frazer Toole County Concerned Citizens
7.	Vacant Little Shell
8.	Marshalene Last Star Blackfeet Nation

**DISTRICT VI  
HUMAN RESOURCE DEVELOPMENT COUNCIL  
LEWISTOWN, MONTANA**

- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)

## Statement of Assurances

As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit **(S)** as part of the **2008-2009** CSBG application, or assure **(A)** that it will do the following:

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district. **S**
2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. **S**
3. A description of how CDSG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. **S**
4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. **S**
5. Will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective deliver of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. **A**
6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. **A**
7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation. **A**
8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs. **S**
9. Will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA). **A**
10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices. **A**

Submitted by: Tara Cutler  
Agency: District VI  
Date: 6/1/07

**ASSURANCE SUBMISSION #1  
DISTRICT 6 HRDC  
SERVICE DELIVERY SYSTEM**

District 6 Human Resource Development Council is a locally governed, private non-profit corporation entering its thirtieth (30<sup>th</sup>) year of operation and twenty-eighth year of incorporation. The services provided by District 6 HRDC are targeted toward the efforts to eliminate the paradox of poverty in the midst of plenty by stimulating a better focus of all available local, state, private and federal resources upon the goal of assisting low income families and individuals to attain the skills, knowledge, motivation and opportunities needed for them to become self-sufficient.

In 2006, District 6 HRDC administered 42 federal, state and local contracts. The main office is located in Lewistown and the satellite office is located in Roundup, Montana. There are seven departments within District 6, which administer the following programs:

**Emergency Services:** This program serves people without housing or shelter, or who are facing eviction or utility termination and whose income meets the guidelines. This program provides services for emergency rent, mortgage or utility assistance.

**ClearingHouse Connections:** The ClearingHouse Connections program provides assistance with emergency situations for Fergus County residents, not covered by other programs/agencies. Assistance may include: prescriptions, dental, vision, medical, transportation, and shelter.

**Low Income Energy Assistance Program:** This program pays for a portion of winter heating bills and emergency furnace repair for eligible families. Payments are made directly to vendors. The program also offers education regarding: energy conservation, budgeting, and other services available to families in need.

**Energy Ombudsman Program:** This program assists people through energy crises by providing case management services for available resources and referral. It assists customers in becoming more self-sufficient by providing energy conservation education and materials, as well as resource referral to those not eligible for LIEAP, but under 200% of poverty.

**Energy Share:** This is a match/grant program which helps with a past due fuel bill or emergency furnace repair for anyone in an emergency energy crisis who has exhausted other resources. Energy Share assistance does not exceed \$500.00. Customers of Fergus Electric that are eligible for the LIEAP program or under 150% of poverty also receive an annual credit of \$250.00 through Energy Share.

**NorthWestern Energy Security Deposit Assistance Program:** This loan program assists low-income customers who are applying for NorthWestern Energy accounts but cannot afford the security deposit. When the account is put in the customer's name, they can receive a discount from NorthWestern Energy on their monthly bill if they are eligible for LIEAP.

**Weatherization:** Helps improve the heating efficiency of homes and permanently reduces home energy consumption through insulating, weather stripping, caulking, window repair and heating system tune-up or repair.

**NorthWestern Energy Free Weatherization Program:** Free energy audit and installation of meaningful conservation measures which may include insulation, weather stripping, caulking, heating system tune-up or repair, water heater wrap, low flow showerheads, compact fluorescent lamps and faucet aerators. Fuel switching may be available for those who heat primarily with NWE electricity where natural gas is available.

**Weatherization for Hire Program:** Insulation, caulking, weather stripping, and other measures to prevent air-infiltration. The weatherization crew is providing this service for those who are not financially eligible for other assistance, but are willing to reimburse the agency.

**Section 8 Rental Assistance:** This program provides assistance with monthly rent to eligible individuals. It includes an individual development account component called Family Self-sufficiency. As the household income increases, the extra



amount they pay in rent is placed in a escrow account they can access when they have been able to exit all public assistance programs. This program also contains a home-ownership component.

**Housing Programs:** Assists individuals with the purchase of a home. Provides down payment and closing cost assistance through the First-Time Homebuyer program. This program also assists communities with housing task forces, and identifying needs. The agency also coordinates with other entities to provide administration services for First-Time Homebuyer and Rehab. Activities. When funding allows, the housing department assists communities by submitting grant applications to address identified needs.

**ChildCare Resource and Referral:** Assists families seeking childcare, manages state-assisted childcare and provides information on childcare payment assistance programs. Provides training and technical assistance for child care providers, recruits new childcare providers. Offers public education on child care issues and coordinates a resource lending library and small business loan programs for licensed childcare providers.

**Business Loan Program:** Business start-up and expansion loans, information and technical assistance on cash flow, marketing plans, business plans, etc. Loan maximum is \$35,000.00 for the HRDC Small Business Loan Program and anything above \$35,000.00 for the City of Lewistown Community Development Block Grant Loan Program, depending on availability.

**Individual Development Account Program:** Assists families in establishing a pattern of regular saving to purchase assets. Participants set savings goals, attend financial literacy classes and receive match money upon successful completion of the program.

**Employment and Training:** Programs for Adults, Youth, Disabled, Displaced Homemakers and Public Assistance recipients are provided. The services available under these programs include; counseling, case management, on-the-job training, internships, work experience, tuition, books, job search assistance, GED preparation, job readiness training, supportive services and motivational training. An extensive resource library is available for employers and participants. The resource library has information about job search, occupational skills, budgeting, self-esteem/motivation, small/home business start up, credit handling and career guidance. Also available in the library are videos, tapes, books and computer software.

**One-stop:** Individuals and employers receive employment information and referrals to appropriate service providers.

**Women, Infants, and Children(WIC) Nutrition Program:** Low-income pregnant or breastfeeding women, infants, and children up to age 5 are provided with food instruments to purchase specific, supplemental nutritious foods. W.I.C. provides iron level testing, and anthropometric assessments as well. Nutrition education provided individually and in workshop setting.

## **ASSURACE SUBMISSION # 2**

### **DISTRICT 6 HRDC**

#### **LINKAGES**

**One Stop Center:** District 6 HRDC operates the One-Stop center for the area and is an active member of the Central Montana Workforce Center JobLinc. Employment focused service providers have signed a memorandum of understanding committing to providing excellent customer service and One Stop activities for customers as well as sharing resource materials office space and providing pertinent referrals to other services. Outreach is provided to all counties served by District 6 HRDC utilizing a shared travel calendar, referral guides, packets of other service provider applications and program information.

**Linkages:** Ongoing linkages with the social service agencies serving the six counties of Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum and Wheatland counties is done on a monthly basis. This is done once a month through the Human Services Coalition and the Central Montana Community Management Team. These coalitions are made up of all, city, county, and state, non-profit and for profit human service providers in the six county areas. The following groups are represented between the Community Management Team and the Human Services Coalition membership:

Adult Learning Center  
 Central MT School Districts  
 W.I.A. Programs  
 Central MT Ministerial Association  
 Fergus County Health Nurse  
 Home Health Care Association  
 Educational Opportunities of Central MT.  
 MACO District Six County Commissioner  
 Women and Infant Children Program  
 Vocational Rehabilitation  
 Job Service  
 Dept. of Family Services  
 Rural Employment Opportunities  
 FEMA  
 Childcare Resource and Referral  
 Spouse Abuse Program  
 Project Challenge

Central MT Community Cupboard  
 Council on Aging  
 Learning Resource Cooperative  
 Central MT Head Start Program  
 Central MT Hospice  
 Human Resources Development Council 6  
 Office of Public Assistance  
 Central Montana Health District  
 Central MT Mental Health Center  
 Small Business Loan Program  
 Family Planning  
 Job Corps  
 RSVP  
 Salvation Army  
 Healthy Mothers Healthy Babies  
 Snowy Mountain Development Corp.  
 MSU Extension

The Human Services Coalition meets on the fourth Wednesday of every month to coordinate training, program activities and customer referrals. . The Human Services Coalition has been in existence since 1989 and has been very successful in assuring non-duplication of services and providing an avenue of coordination of services. The Community Management Team meets the first Thursday of each month. It has been in existences since 2000.

Members of the both coalitions provide letters of support, memorandums of understanding, letters of agreement as well as in-kind services to HRDC District 6.

**Board Representation:** HRDC staff also participates on many local and state boards, which provide coordination, collaboration and leadership to entities in the local area, region and state. Those entities are listed below:

WoRC Consortium  
 Central Montana Community Management Team  
 Educational Opportunities for Central Montana  
 Fergus County Port Authority  
 Roundup Area Chamber of Commerce  
 Central MT Head Start Policy Council  
 Central MT Head Start Safety and Health Advisory Council  
 Child Care Resource and Referral Network  
 Infant/Toddler Advisory Board to ECSB/DPHHS  
 WoRC Program Task Force – Fergus, Musselshell & Wheatland Counties  
 Healthy Mothers Healthy Babies Board  
 Precious Rewards Advisory Board  
 Central MT Community Cupboard  
 FEMA Board of Directors  
 Energy Share of Montana  
 Respite  
 Rotary  
 Central Montana Youth Challenge  
 Youth Mentoring  
 Musselshell Valley Youth Task Force  
 School District #1 Board of Trustees  
 Lewistown Housing Committee  
 Central MT Boys and Girls Club Governing Board  
 Fergus County Council on Aging  
 Clearinghouse Connections Advisory Board  
 Central Montana Association for the Education of Young Children

Montana Advocates for Children  
Youth Justice Council  
Central Montana Historical Museum Board

All of these boards provide valuable outreach and public relations for the District 6 HRDC programs provided in the six county areas.

**ASSURANCE SUBMISSION #3**  
**DISTRICT 6 HRDC**  
**INNOVATIVE COMMUNITY BASED INITIATIVES**

District 6 HRDC continues to use CSBG funds to support innovative community-based initiatives related to the purposes of CSBG.

HRDC 6 has worked to secure approval through the MT Department of Commerce to operate the Single Family Pilot Program in our region which includes: Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum, and Wheatland counties. This program allows HRDC 6 to provide down payment and closing cost assistance to families under 80% AMI. HRDC 6 has successfully operated a similar program for the city of Lewistown in the past. CSBG funding gives HRDC 6 the ability to coordinate with local community leaders, government officials, and the state of Montana, in order to expand Homebuyer assistance into the other five counties.

The Human Resources Development Councils in the state coordinated through the HRDC Director's Association to request and receive funding to assist runaway and homeless youth. Many of these youth are pregnant or parenting teens. The funding helps case managers address the needs of this unique population. CSBG funding enables this type of coordination of agencies to address needs that are common to all.

District 6 has been a major partner in the development of the six county Workforce Center Systems and the Roundup and Lewistown One Stop Center. This system provides an integrated approach in services related to employment and other social services. Through the workforce center an employer or job seeker can obtain local, state, national and worldwide employment information. This system may be self-directed or, for those with barriers, there are one-on-one intensive case management services available.

This agency also continues to work with the local Educational Opportunities of Central Montana to create a Regional Center that would serve the six-county area through telecommunications, providing post-secondary, professional development and conferencing to all interested individuals in the six county communities. The college center, which will be an extension of MSU Northern, is currently in the construction phase. The low-income participants who work with the employment and training programs will be able to utilize the post-secondary, GED and literacy services without the travel expenses needed now to access those services in other communities. Agency staff sit on the Educational Opportunities of Central Montana Board that is currently coordinating with the local school district to provide a type of Construction Academy to address the need for skilled workers. HRDC 6 also works closely with the Fergus County Port Authority and Snowy Mountain Development Corporation to stimulate economic development in the area.

HRDC 6 has coordinated with faith-based organizations in Fergus County to create a partnership program called ClearingHouse Connections. This program works to provide holistic services to people who have emergency needs. Customers receive information and referral through the One-Stop Center and case management services to provide for emergency needs not covered by other programs or agencies. The agency plans to attempt to replicate the program in Musselshell county where a great need for such a program has been expressed.

**ASSURANCE SUBMISSION #4**  
**DISTRICT 6 HRDC**

District 6 HRDC provides, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals through a variety of means. Referrals are made to the local Food Banks in the communities served. Staff members sit on the Board of Directors for the Fergus and Musselshell County food banks. If individuals have food needs outside of the hours of operation of the food banks, staff members coordinate with the local boards to arrange delivery of a 3-day supply of food for the family. "Care Packages" are available at the Central office for people passing through the area who may not have access to cooking facilities. The local food bank puts a 3-day supply of ready to eat food in sacks that can be stored on-site for emergency situations. HRDC 6 staff helps the recipients complete the paperwork needed and delivers it to the Food Bank. Contacts in the other counties include Food Banks, Offices of Public Assistance, Senior Centers and Area Agencies on Aging, Churches and the Salvation Army.

Individuals may also be assisted through an emergency assistance program at HRDC with a variety of needs, including food. If emergency housing is provided, staff members ensure access to cooking facilities for the family and provide referrals to the local food banks, W.I.C, and the Food Stamp program. U- SAVES referrals are available for individuals to acquire cooking equipment and utensils. This is a thrift shop run by SAVES (Spouse Abuse Vital Emergency Services). Individuals with a referral may have goods at no cost to them.

The Runaway/Homeless Youth program provides for the emergency food and shelter needs of youth aged 16-21. The goal of the program is to stabilize the living environment for these youth while they work on achieving employment and educational goals necessary for independent living.

### **District 6 HRDC 2007 Needs Assessment Summary**

District 6 HRDC conducted a needs assessment in the six counties it serves in March 2007. Surveys were mailed to all persons who received services from District 6 HRDC since June 1<sup>st</sup> of 2005. Surveys were also distributed to Senior Centers in all of the communities served; given to other social service providers to distribute to their customers; available at county courthouses and the HRDC offices in Lewistown and Roundup for walk-in customers. HRDC 6 notified the newspapers and radio stations of this effort to assess community needs and public service announcements were printed encouraging all interested persons to complete the survey. Tickets for a \$100.00 drawing were attached to the survey to encourage participation.

The purpose of the survey was to assess the current needs of the low-income community to help our agency develop an action plan to address those needs. District 6 HRDC also used the survey to measure the effectiveness of the current programs it operates in meeting the agency mission of promoting individuals, families and communities to become strong and independent.

The following are highlights from the survey, complete results of which can be obtained from the District 6 HRDC office in Lewistown.

229 individuals or 19% of those receiving a survey responded. The responses represented all six counties served by District 6 HRDC. 59% came from Fergus, 2% from Golden Valley, 10% from Judith Basin, 16% from Musselshell, 2% from Petroleum, and 11% from Wheatland county. Census bureau statistics show that Fergus county contains 53% of the total population in our service area, Golden Valley – 5%, Judith Basin – 10%, Musselshell – 20%, Petroleum – 2%, and Wheatland – 10%. Based on Census data, it appears that Musselshell county responses to the HRDC survey may be 4% lower than the population represented, Golden Valley county 3% lower and Fergus county 6% higher. However, the census data shows that the responses received per county provide an accurate sampling of District 6 HRDC's service delivery area. Data entered into the Central Database System (CDS) also indicates that 57% of the customers HRDC 6 served from June 1st, 2005 through March 1st, 2007, live in Fergus County. 2% in Golden Valley, 7% in Judith Basin, 22% in Musselshell, 2% in Petroleum, and 10% in Wheatland. Again showing that the responses provide a fairly accurate sampling of the service delivery area.

The respondents represented all income levels, however, the great majority were low-income.

The average household size could not be computed, more than 30% did not answer the pertaining questions. 179 of 229 did report on their gross household income. Of the households reporting:

10% were under \$3,000  
 7% were between \$3,000 - \$5,999  
 23% were between \$6,000-\$9,999  
 27% between \$10,000-\$14,999  
 11% between \$15,000-\$19,999  
 7% between \$20,000-\$24,999  
 10% between \$25,000-\$50,000  
 6% greater than \$50,000

Of those responding, 1% were between 18-23 years of age, 24% between 24-44, 12% between 45-54, 22% between 55-69 and 40% 70+ years of age. Two years ago 55% of those responding represented the 55 and older age group, an increase this year of 7%. 29% of respondents two years ago represented the 70+ year old age group, a increase of 11% this year. 68% of the respondents were female, 32% male.

Respondents were asked to check the level of education attained by all adults in the household.

9% - 8th grade or less	15% - Some High School	40% High school Grad./GED
7% - Vocational/trade	19% - Some college	10% College Graduate

For those seeking employment or wishing to advance to better paying jobs, the following were listed as the greatest barriers to attaining that goal: 1. High level of competition 2. Lack of Experience 3. Lack of Education 4. Medical 5. Lack of Childcare 6. Wages too low and 7. Need transportation.

The survey asked respondents to choose the three services that are most needed in their communities. The greatest needs are listed below:

36% - Employment Opportunities  
 32% - Affordable Rental Housing  
 30% - Heating and Home Weatherization  
 26% - Senior Home Repair  
 20% - Prescription Drug Assistance  
 18% - New Housing  
 15% - Affordable Homeownership  
 14% - Senior/Disabled Programs  
 13% - Transportation

The six counties in our service delivery area are experiencing declining enrollment in the schools with skilled workers moving out of the area for better wages elsewhere. Our larger towns are also experiencing an influx of higher income retired persons seeking quality housing. The high housing costs in the larger cities of Montana are having a ripple effect on our area – we continue to see an increase in housing costs without a corresponding increase in income – making housing affordability a growing concern. Employers experience difficulty hiring and retaining qualified staff. The needs assessment indicates that the two greatest needs in the area are employment opportunities and affordable housing. (One could argue that heating and transportation costs should be added to the cost of housing – houses must be heated, and often times workers are traveling more than 30 miles for job opportunities in the larger cities)

The Employment and Training Division at HRDC 6 continues to work with local economic development groups to advocate for more training and employment opportunities. In addition to the WIA Adult and Youth Employment and Training programs, the division will continue to coordinate with area healthcare facilities to address the shortage of trained healthcare workers. The Employment and Training Director sits on the board of Educational Opportunities of Central Montana which is working with large employers in the area to establish a type of construction academy to train workers for the higher paying jobs in that industry. The director will coordinate with this group, local Chambers of Commerce, Fergus County Port Authority, and the WIA programs to most effectively meet the needs of the workers and employers in the area. HRDC 6 operates the Central Montana Workforce Center for our region, the goal of which is to most effectively address workforce needs in the area. As a member of the system, HRDC 6 makes use of a comprehensive network of workforce professionals

to keep abreast of any economic, social, educational, or occupational trends that affect the workforce in our area. HRDC 6 then works with partners to address needs as they arise.

HRDC 6 continues to operate a Small Business Loan program and a Next Level Business Plan Course for those interested in starting or expanding a small business. The Business Loan Officer and Employment and Training staff are available to provide individualized technical assistance to small business owners/prospective owners.

Housing ranked as the largest community concern with affordable rental housing and affordable homeownership combined for 47%, Senior home repair at 26%, and new housing at 18%. Heating assistance and Home Weatherization followed close behind at 30%. 2% of survey respondents stated they had been homeless at some point in the last 12 months. This is down 2% from HRDC 6's needs assessment done 2 years ago.

Those who faced problems finding adequate housing ranked the reasons. The greatest barriers to finding adequate housing are listed:

1. Unaffordable rent/mortgage payments
2. Utility costs too high
3. First and last month rent required
4. Security/damage deposit too high and No pets allowed
5. Unaffordable down payment

Respondents assessed the condition of their current housing.

30% - No repairs needed	49% - Minor repair needed
19% - In need of serious repair	1% - Hazardous

During the past two years HRDC 6 has recognized that housing has become a critical issue facing the low-income population in our 6 county region. HRDC 6 has partnered with Snowy Mountain Development Corporation to assist with eligibility and inspections for a housing rehabilitation program in Judith Basin County. HRDC 6 intends to continue working with Musselshell County to complete a housing plan for the city of Roundup and will then assist with submitting grant applications to address the needs identified. HRDC 6 has also been approved to operate the Single Family Pilot Program through the HOME Investment Partnership Program to assist families in our area with down payment and closing costs to make homeownership more affordable. HRDC 6 also operates the Section 8 rental assistance program. This program addresses some of the need for safe, affordable housing; it has a waiting list of approximately twelve months. The emergency programs operated by HRDC 6 help prevent homelessness. HRDC 6 will continue to work with city and county governments to help address the need for: First-time Homebuyer assistance, Home Weatherization, and Housing Rehabilitation.

Assistance with prescription drugs continues to be a concern for a large percentage of the population in our region. HRDC 6 worked with several churches and community groups in Fergus County to establish an emergency program called ClearingHouse Connections that people have been able to access for emergency assistance with prescriptions. HRDC 6 will attempt to replicate this program in Musselshell County where the need seems greatest. HRDC 6 will also refer people to the Council on Aging and Medicaid offices to help address this continued need.

The survey not only asked about community wide concerns, it also asked respondents to rank the extent to which a list of issues personally concerned them. The rating scale consisted of "Not a current problem", "Is a Mild problem", "Is a Moderate problem", and "Is a Severe Problem". The greatest areas of concern are listed below:

	<b>Mild</b>	<b>Moderate</b>	<b>Severe</b>
Ability to Afford Heat/Electricity	23%	28%	14%
Getting Necessary Dental Care	11%	16%	14%
Getting Vision Needs Met	16%	13%	10%
Ability to Obtain Medicine as Needed	11%	7%	4%
Ability to See a Doctor When Needed	12%	5%	6%
Having Reliable/Convenient Transportation	10%	6%	5%
Having Enough Food for Everyone in household	12%	5%	1%

45% of respondents noted they would like additional information on Energy Conservation techniques. The Low Income Energy Assistance Program in coordination with the Weatherization Program will continue to offer workshops and educational materials to address this need and to help households better afford their utility costs.

For those 60 years of age and older, 48 % reported having trouble with yard work, 41% have trouble with dealing with exterior maintenance, 27% have trouble with interior chores, 15% have concerns about feelings of loneliness, and 14% experience feelings of depression. HRDC 6 has an Energy Ombudsman located in the Roundup and Lewistown offices who will coordinate with R.S.V.P. and other community volunteers to assist the elderly in putting up storm windows and installing other low-cost energy conservation materials. These volunteers often assist with other yard work or maintenance on their own after the initial contact has been made. Our service delivery area also has Area Agencies on Aging and Senior Centers that address these many of the needs expressed in the table above. HRDC 6 will continue to make referrals.

7% of respondents reported that food Often didn't last and they didn't have money to get more (down 5% from two years ago). 21% reported that this happened Sometimes (the same percentage as two years ago). 6% often couldn't afford to eat balanced meals (down from 9% two years ago). 22% sometimes couldn't afford to eat balanced meals (up from 20% two years ago). 16% reported skipping meals or cutting the size of meals because there wasn't enough money to buy food (down from 21% two years ago). HRDC 6 operates the WIC supplemental nutrition program to provide for the needs of pregnant and breastfeeding women, and children under the age of 5. Referrals are made to the Food Stamp program and the local food banks. HRDC 6 has a representative on the Board of Directors of both the Lewistown and Roundup Food Banks. Both organizations provide a tremendous amount of assistance to people in the communities they serve.

For those who had accessed any social programs or HRDC services in the past year, 30% reported that they were more dependent on the program than a year ago. 11% were less dependent, 53% reported that they were about the same as the previous year. 91% believed the programs improved the conditions in which they live. 99% believed it was easy to contact HRDC 6 with most hearing about the services offered through friends or relatives. 99% also felt they were treated fairly and professionally by HRDC 6 staff.

The programs operated by District 6 HRDC address many of the areas that are of concern to the communities we serve. The 2008/2009 CSBG work plan outlines the services that District 6 HRDC intends to provide to address the expressed needs for: Developing employment opportunities; Housing and Heating assistance; Employment and Training; Prescription Drug Assistance; Childcare Assistance; and Adequate nutrition.

## Listing of Board of Directors

<b>Fergus County</b> <b>John Jensen,</b> <i>Public Sector Representative</i>  <b>Sheila Berg</b> First National Bank <i>Private sector representative</i>  <b>Shirley Chapel</b> <i>Low income representative</i>	<b>Golden Valley County</b> <b>David Paugh</b> County Commissioner <i>Public Sector Representative</i>  <b>Ellen Lehfeldt</b> <i>Private sector representative</i>  <b>Charlotte Zinne</b> <i>Low income representative</i>	<b>Judith Basin County</b> <b>Cody McDonald</b> County Commissioner <i>Public Sector Representative</i>  Stanford Area Chamber/ Commerce <i>Private sector representative</i>  <b>Shirley Woodhall</b> <i>Low income representative</i>
<b>Musselshell County</b> <b>Sue Olson</b> County Commissioner <i>Public Sector Representative</i>  <b>Connie Nesheim</b> Roundup Chamber of Commerce <i>Private sector representative</i>  <b>Susan Goffena</b> Musselshell County Headstart <i>Low income representative</i>	<b>Petroleum County</b> <b>Lee Iverson</b> County Commissioner <i>Public Sector Representative</i>  <b>David Grantier</b> Petroleum County Senior Citizens <i>Private sector representative</i>  <b>Dr. Clayton Dunlap, Chairman</b> <i>Low income representative</i>	<b>Wheatland County</b> <b>Tom Bennett</b> County Commissioner <i>Public Sector Representative</i>  <b>Helen Conroy, Vice Chairman</b> Harlowton Kiwanis Club <i>Private sector representative</i>  <b>Danielle Martin</b> <i>Low income representative</i>



**DISTRICT VII  
HUMAN RESOURCE DEVELOPMENT COUNCIL  
BILLINGS, MONTANA**

- 1. WORK PLAN 2008 AND 2009    \*\*\***
- 2. BUDGET 2008 AND 2009       \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

**\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

**District 7 Human Resources Development Council**  
**CSBG Statement of Assurances**  
**2008-2009**

1. District 7 HRDC administers 32 federal and state contracts and 12 private grants that support the programs and services in our five county area. The programs and services coordinated with CSBG funds targeted to low-income people in our five county area include:
  - **Affordable Housing:** Income-based rental housing available to eligible individuals and families.
  - **Housing Rehabilitation:** Intended to preserve and extend the life of existing housing in rural areas. The goal is to provide assistance to low and moderate-income homeowners in maintaining their homes as safe, sanitary dwellings. Priorities include correcting structural deficiencies, meeting code standards, weatherization and general home improvements.
  - **Mobile Home Renovation:** The National Manufactured Housing and Safety Standards took effect in 1976 and homes built before that time often represent the most substandard, unsafe, energy consumptive housing in Montana. This program permanently removes the dilapidated mobile homes from the Montana housing stock while providing financing to residents of that housing.
  - **Housing Counseling:** Certified housing counselors provide counseling to homeowners, homebuyers, and renters. Individuals are assisted with improving housing conditions and meeting responsibilities of home ownership and tenancy as well as workshops providing information on the home buying process, renting versus owning, post-purchase considerations and other pertinent topics.
  - **Intensive Case management:** Provide case management to homeless adults and youth teaching life skills, motel vouchers, food & clothing assistance, etc.
  - **Weatherization:** Provide energy conservation services to low-income households to make their homes more energy efficient. Services include insulation, caulking, water heater jackets, pipe insulation, and other additional measures to reduce energy consumption. Individuals are provided with information, techniques, and materials on decreasing energy use, lowering energy bills, and increasing the level of comfort in their homes.
  - **Energy Share:** A cooperative effort of HRDC, utility companies and private donors to assist eligible households prevent electric shutoffs. Assistance is provided in emergency situations and when all other resources have been exhausted.
  - **LIEAP:** Winter fuel bill assistance.
  - **Child Care Referral:** Provide referral resources to persons seeking quality childcare.
  - **Child & Adult Care Food Program:** This program works with registered and licensed childcare providers who receive monthly reimbursement for serving nutritious meals and snacks which meet the guidelines set by the U.S. Department of Agriculture.
  - **Child Care Provider Training:** pre-license training, on-site training, childcare workshops, and quarterly newsletter.
  - **Provider Resource Library**
  - **Child Care Financial Assistance:** Vouchers provide to in-need individuals and families to assist with childcare expenses.

- **General Relief Assistance Program:** We assist in paying rent, motel vouchers, and hygiene products for people who are unable to work and in the process of applying for SSI due to a disability.
- **Families Saving for Tomorrow:** Individual Development Accounts program mission is to offer families who are trapped in a cycle of poverty the opportunity to improve their income earning and save their way toward a brighter future. Individual Development Accounts are matched savings account and a new tool in foster asset accumulation among welfare recipients, the working poor, and others who lack the resources to participate in traditional savings and investment programs. This financial incentive to save coupled with support, encouragement and financial education classes, is one way of trying to address poverty and help families invest in their future. The goal is to help low-income families acquire assets and skill that will allow them to move toward economic self-reliance.
- **County Burial:** Provide burial for indigent persons who lack the financial means to pay burial costs.
- **Food Program:** HRDC operates the *Crow Tribal Food Program* for all tribal members living on or near the Crow reservation. There are 68 food items available with this program ranging from canned fruits, vegetables, frozen meats, to all types of dry goods and fresh produce - including potatoes, onions, apples, oranges etc.
- **ASK Directory:** A listing of non-profits located in Yellowstone County and surrounding area. Available in book form and our web site.
- **Growth Thru Art:** We provide an innovative visual art studio serving adults with disabilities which promotes creative expression, independence, social skills building, dignity, and community integration. The program objects are four-fold: It develops the capacity for creative expression, increasing their sense of personal identity and pride. It provides a gallery and other exhibition opportunities for their work, thereby validating their work, enhancing their self-esteem and providing them with earnings for their personal use. It fosters socialization and inclusion at the studio. It increases the public understanding of the artistic ability of people with disabilities.
- **TANF Work Readiness Component (WoRC):** TANF Participation Services is a transitional program developed to provide support and guidance to participants as they move into employment. WoRC is instrumental in providing opportunities to participants as they transition from receipt of cash assistance to employment and eventually freedom from dependence on government benefits. Special emphasis is placed on strength based case management that focuses on placing participants primarily into employment based on an assessment and referral process.
- **Food Stamp Employment and Training:** The FSET program offers case management to assist food stamp recipients in becoming self-supporting.
- **Youth WIA Program:** Provides support for youth seeking employment. Topics include self-esteem, assertiveness, career development, goal exploration, job search, resume writing, interviewing skills and maintaining employment. We provide intensive case management, worksite placement, training and direct support to assist youth in achieving their educational and occupational goals.
- **Youth Independence Project:** For runaway and homeless youth ages 16-21. We provide intensive case management services, school supplies, housing assistance, drug & alcohol treatment, counseling, utility assistance, clothes, hygiene, and household supplies.

- **Summer Youth Program:** Motivational program for youth ages 14-15, assists youth in developing positive attitudes, making good choices, and building self-esteem. This dynamic, innovative program utilizes a broad based mentoring program. We foster positive relationships and provide services to youth in order to change attitudes thus diverting youth from legal and social difficulties. We provide intensive case management, worksite training and direct support to assist youth in achieving their educational and occupational goals.

2. District 7 HRDC has been very active in several community coalitions and maintains contact with an extensive list of partners that are routinely involved in providing services to low-income people. Ongoing linkages with all the social service agencies serving the five county area is done on a monthly basis. Coordination with key service providers also occurs on a systemic level. District 7 HRDC publishes a directory of community resources “ASK Directory” for each county that we serve. We currently coordinate this information with other groups and make it accessible on the World Wide Web.

3. District 7 HRDC has a longtime commitment and excellent past history of supporting grassroots efforts of locally generated initiatives that advance community resources and interests toward influencing long term sustainable change. We play a central role in supporting community-based initiatives that have the goal of strengthening low-income families and encourage effective parenting. We are committed to reviewing the needs of the poor and mobilizing resources to meet those needs.

4. District 7 HRDC provides daily emergency services through LIEAP, Energy Share, Emergency Food and Shelter Program, and services for the homeless. Through CSBG funding, we are able to meet other emergencies that are not available through specific programs.

5. District 7 HRDC works with the state office to coordinate, and establish linkages between government and other social services programs to assure the effective deliver of such services to avoid duplication of such services and coordinated the provision of employment and training activities of CSBG with all entities providing similar activities through the Workforce Investment Act.

6. District 7 HRDC works with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations.

7. District 7 HRDC will continue to establish procedures under which a low-income individual, community organization, or representative of low-income individuals that considers its organization or low-income individual to be inadequately represented on the HRDC board to petition for adequate representation.

8. District 7 HRDC conducts a community needs assessment every two years which forms the basis for our Community Action Plan. With the information provided by this assessment, we develop a Strategic Plan and integrate it into our CSBG Work Plan and budget. CSBG funding provides an excellent tool to explore and develop new ideas from community needs and input.

9. District 7 HRDC cooperates in the implementation of the Results Oriented Management and Accountability System (ROMA).

10. District 7 HRDC will continue to inform custodial parents in single-parent homes who participate in CSBG-funded programs about availability of child support services and refer them to child support offices.

Submitted by: \_\_\_\_\_

Carl B. Visser

Agency: District 7 Human Resources Development Council

Date: May 3<sup>rd</sup>, 2007



# 2007

## Community Needs Assessment

Yellowstone \* Carbon \* Stillwater \* Sweet Grass \* Big Horn



District 7 Human Resources Development Council (HRDC) reaches out to all disadvantaged people in our community, addressing multiple needs through a comprehensive approach; developing partnerships with other community institutions, involving disadvantaged clients in our operations and administering a full range of coordinated programs aimed at having a measurable impact on poverty.

HRDC identifies unmet needs in our communities and coordinate and leverage resources to develop short-term and long-term solutions to meet the needs. We operate a variety of programs and services that promote and support self-sufficiency.

Our results include:

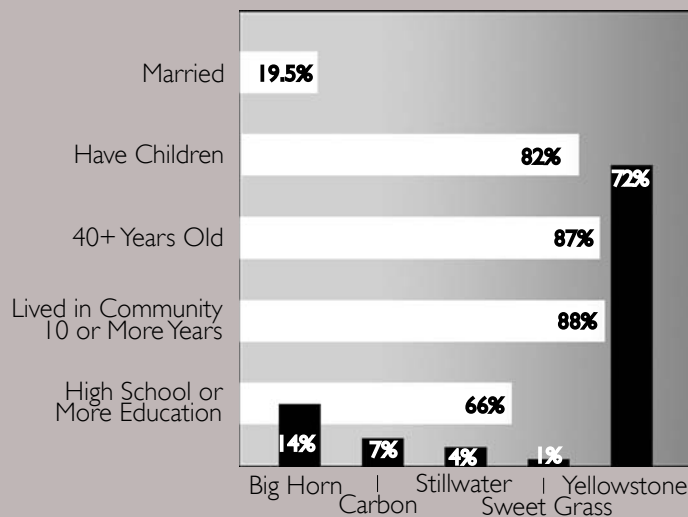
- Low-income people become more self-sufficient.
- The conditions in which low-income people live are improved.
- Low-income people own a stake in their community.
- Partnerships among supporters and providers of services to low-income people are achieved.
- Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.

With 40 years of experience, we have become experts at maximizing resources that can meet the unique needs of individuals, families and communities, designing and operating programs which alleviate poverty, and have a history of collaborating with service organizations, churches, local government, communities at large, and other human services to ensure local needs are met.

We are pleased to share the results of our Community Needs Assessment in this report. We are grateful to those who shared their insights. We look forward to working together to identify and support projects that will be of lasting benefit to the community.

# Who

## was involved?



The Community Needs Assessment involved a cross-section of our neighbors, including representative of local business and non-profit organizations, elected officials, religious leaders, and residents in our five county areas.



The reader should view the results keeping in mind that with each survey, certain characteristics of the respondents carries a form of bias which can be reflected by individual responses

The information assembled to complete this report was derived not only from survey respondents, but also from other-related supporting sources. These subsequent efforts to secure additional findings are referenced throughout this document.

# How

## was it conducted?

HRDC asked low-income people who live in Yellowstone, Carbon, Sweet Grass, Stillwater and Big Horn counties how they rate 23 community issues.

The questions covered a wide range of issues; from homelessness to business outreach and support.

Of the 500 residents who received the written questionnaire, 159 responded, or 31.8 percent.

Community leaders were also asked to rate those same 23 community issues in a written questionnaire.

Typical biases with respect to responses can be measured by the gender and/or age of the survey participant. Additionally, educational levels and financial status of the respondents can also influence answers.

The following survey results should be considered as potential biases when evaluating responses:

In reference to wealth, the survey area does not meet the State's averages with respect to median household income and per capita income. The median household income is less than the State's average of \$35,399. (Source: 2003 U.S. Census Bureau).

- 19.5% of the respondents are married;
- 82% of respondents have children;
- 87% of respondents are 40 years old or older;
- 88% of the respondents have lived in the designated county for more than 10 years.
- 66% of the respondents graduated high school or less education.

Of the respondents, the following percentages reflect the areas they live in:  
 14% Big Horn  
 7% Carbon  
 4% Stillwater  
 1% Sweet Grass  
 72% Yellowstone

# What Community Members had to say...

Residents say high utility costs and affordable housing are very important issues.

"More affordable and decent housing".

"Utility bills are very high".

"My house needs a lot of repairing".

"The trailer is over 20 years old, leaks, floors are bad, and it is cold because of no insulation left in the walls".

Residents see "assistance for a down payment" as the top issue. 100% of respondents who do not already own a home report the need for down payment assistance. 54% would consider applying for a low-interest loan or grant to improve their dwelling unit.

## Housing Needs:

Many households face an appreciable cost burden. HUD defines cost burden as housing expenditures exceeding 30 percent of the household's income. 52% of respondents report paying more than 30% of their income towards rent/mortgage.

The survey respondents validate that many residents in our area view the acquiring of traditional mortgages for dwellings or simply locating suitable rental units as the leading problems associated with housing affordability.

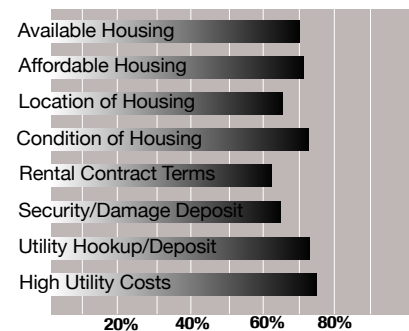
To understand the need for affordable rentals, especially for low income families, the following report has been referenced from the Montana's 5 Year Consolidated Plan 2005-2010 to provide a documented explanation on the possible causes, as well as effects, this identified housing problem has on our community.

## Housing Stock:

14% or nearly twice the national average of Montana's housing stock is comprised of manufactured homes. This represents 51,750 of Montana's 359,000 occupied housing units. Nearly 60% of all manufactured homes in Montana are more than 25 years old and nearly 50% are over 40 years old. A May 2006 extract from the Department of Revenue's Computer-aided Mass Appraisal System identified 28,635 titled manufactured homes in Montana that were constructed prior to 1976. Further, census data shows that 71% of manufactured homes used for rentals were built before 1980.

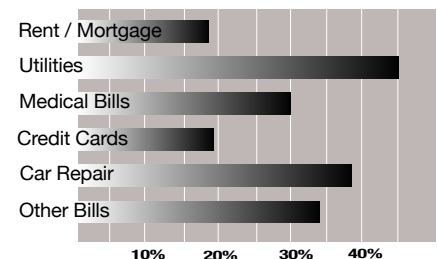
While the age of a manufactured home does not automatically indicate its need for replacement, many if not most of them will be in need of rehabilitation or replacement. If only half of the 28,635 pre-HUD Code homes in the state needed to be replaced, it would still be a monumental task, demonstrating the necessity of a persistent long term approach.

### *Important problems facing the community.*



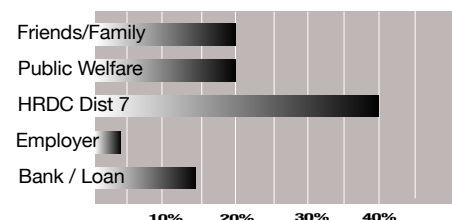
Residents also believe that basic living skills are needed in the community (50%). 26% reported buying groceries as "a major problem". (45% reported it as a minor problem).

### *Problem paying bills due to lack of money.*



**24%** say they are still having problems paying their bills...

*Where people are turning for help with money problems*





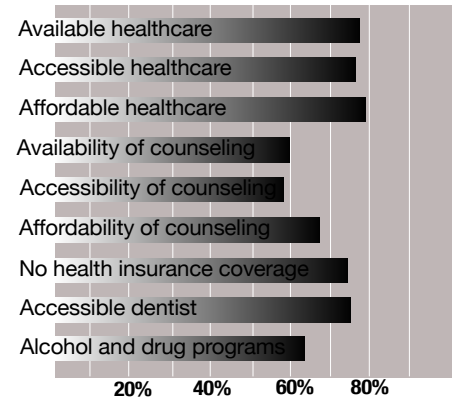
# Our Medical/Health Care Needs according to the survey...

In this report, we will focus only on the issues rated as being the most serious. Residents reported that affordable healthcare is the most critical issue facing our community.

The US is the only industrialized country in the world that does not guarantee access to medical care to its residents. Each year a total of 18,000 uninsured Americans die prematurely because of lack of access to appropriate health care, including disease prevention and screening technologies, which results in delayed diagnoses and development of life-threatening complications. The US spends more than any other nation on health care, \$4,637 per person annually in 2000, yet the World Health Organization (WHO) ranks the US 72nd in health gains and 37th overall in its 2000 Report. Health care costs are devastating many American families. Nationally, health care expenses are the number one cause of family debt and bankruptcy.

Montana is top among states with rural health care concerns. Studies have shown that rural areas have a higher proportion of residents who are low income or living in poverty, uninsured or underinsured, who self-report being in poorer health, have chronic illnesses, have higher incidences of substance abuse and domestic abuse, and are disabled, frail and/or elderly. Montana is the least urbanized state in the nation with only three population centers over 50,000 people. Over 80 percent of Montana's 195 communities have populations of less than 3,000 people. The combination of a depressed agriculture economy, budget shortfalls, rising health care costs, deficiency and misdistribution of health care providers, long travel distances to health care facilities, and increasing numbers of uninsured and underinsured have resulted in a crisis situation for the state. Montana's rural residents do not have ready access to emergency services, public transportation, support services, specialty care, disease prevention screening services, or mental and dental health care.

*What's important to us...*



## Economic/Development needs

Economic Development Needs: Montana's economy is testimony to the steady downside in recent years that is also being endured statewide. According to Jobs and Income: Investing in Montana Families/ Governor's Blueprint for Economic Development, the State is experiencing:

- Steady decline in our per capita income, now 46th in the nation.
- An abundance of multiple jobs holders – 4th highest in the nation.
- Job growth in the lower-paying service and retail trade sectors of the economy and a decline in traditionally high-paying jobs.
- Declining per capita personal income, now at 81% of the national average and lower than our neighbors.
- Low average wages of work force- 47th in the nation

Furthermore, the Montana's 5 Year Consolidated Plan 2001-2006 also quotes the current Jobs and Income report and studies and reports commissioned for the state since 1983, the needs to be met that are crucial to Montana's economic future remain the same:

- Invest in the workforce;
- Encourage and support entrepreneurship and business innovation;
- Build and maintain local infrastructure and capacity; and,
- Strengthen the state's fiscal capability to assist in these areas.



# What Community Leaders had to say...

Community leaders reported that LIEAP (Low-income Energy Assistance Program) is the most critical need facing our Counties.



Community leaders also said:

- Help for getting healthcare and finding ways to pay for the care.”
- Affordable housing for low to medium wage earners”.
- Transportation assistance, especially assistance in helping people to have independent, reliable transportation (working vehicles, reinstated licenses, help with insurance, fuel assistance, etc.”.

Community leaders rated homelessness and transitional living as the second most critical need for our community.



Community leaders gave the following responses to their perception of additional services needed that are not currently being provided: “Mental health issues, lack education, cultural issues, cycles of poverty”. “Low paying jobs, no medical insurance is affordable to most, so they pay large amounts for medical bills.”. “Environment, education, personal matters”. “Financial management classes”.

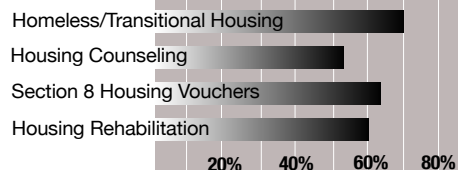
## In Response...

The Community Needs Assessment has identified some real challenges for the Yellowstone, Big Horn, Sweet Grass, Stillwater and Carbon counties. Our next step is to develop a strategic plan to address these high priority issues and set a course of action.

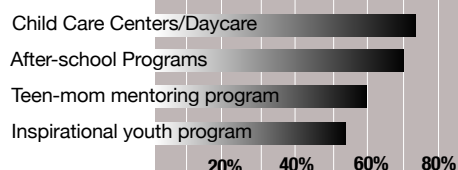
We look forward to helping build a stronger future with the community.

*Community leaders ranked the following as important issues...*

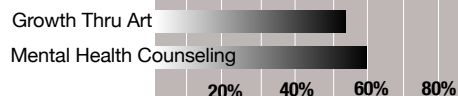
### HOUSING



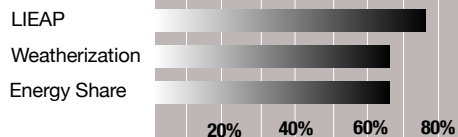
### YOUTH & CHILD SERVICES



### HUMAN SERVICES



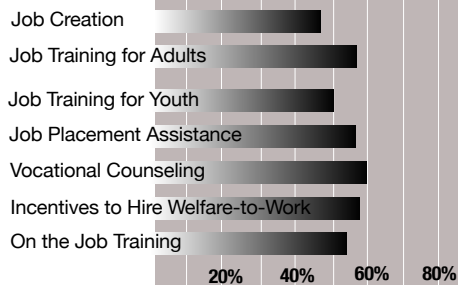
### HEATING ASSISTANCE



### BUSINESS SUPPORT



### EMPLOYER/EMPLOYEE



**DISTRICT VIII  
ROCKY MOUNTAIN DEVELOPMENT COUNCIL  
HELENA, MONTANA**

- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

**\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

## Statement of Assurances

➤ **Rocky Mountain Development Council, Inc.**

*As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit (S) as part of the 2008/2009 CSBG application, or assure (A) that it will do the following:*

- 1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district. (S)**

Rocky Mountain Development Council, Inc. (RMDC, Inc.) serves as the umbrella agency for a number of programs, the majority of which provide services and resources for individuals and families living on low incomes. Programs include Head Start, the Rocky Mountain Preschool, a Summer Feeding Program for children, the Low Income Energy Assistance Program, Energy Share, Weatherization, Senior Commodities, the Senior Bus, all three Corporation for National and Community Service Senior Corps Programs, a Senior Center, Congregate Meals, Meals on Wheels, Area IV Agency on Aging, low-income housing, community mental health program development initiative, and other programs. The individual programs are responsible for service delivery under the parameters of their individual missions and grant responsibilities.

As sponsoring agency, RMDC, Inc. uses CSBG funds primarily to provide program management on a variety of levels, as well as physical space and the opportunity for convenient co-location with a like programming block. RMDC maintains the integrity of the system as a whole by providing a spectrum of administrative, fiscal and personnel services. Under the umbrella of RMDC, Inc.'s organizational infrastructure, sponsored programs are provided:

- **PERSONNEL MANAGEMENT** including day-to-day supervision of program managers, maintenance of personnel files, formal in-house staff evaluation.
- **CENTRAL ADMINISTRATIVE SERVICES** including bookkeeping and fiscal management
- **GRANT MANAGEMENT FUNCTIONS** including file maintenance for contractual grants, grant notification services and official correspondence.
- **MISCELLANEOUS SERVICES** including project promotion, central secretarial services, training, annual management retreat, and technical support.

- 2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. (S)**

The mission of RMDC, Inc. is to partner with the community in order to increase self-sufficiency and enhance quality of life for low-income people of all ages. This is accomplished by providing a network of services in-house, through a variety of needs assessments geared to identifying service gaps, and by working closely with other community agencies and entities that share a similar mission. Additionally, RMDC, Inc. submits a number of grant applications annually, in order to secure the funding necessary to meet community need. The agency is extremely proactive in terms of identifying and promoting community and collaborative links within the community. Numerous needs assessments, focus groups, surveys and advisory boards have provided mechanisms by which need can be identified and met.

Currently, one of the most urgent unmet needs in Lewis and Clark County is safe, handicap accessible low-income housing. In order to meet this need, RMDC, Inc. has partnered with Lewis and Clark County, the City of Helena, the Helena Housing Development Corporation, Fannie Mae and others in order to build new and renovate existing low-income housing. Cross referrals are made between and among programs in-house, and to programs in the larger community. At this point, RMDC, Inc. is in the process of looking at a way to document referrals, and anticipates putting a system in place during the upcoming service year. This will provide data relative to the kinds of referrals that are being made and identify gaps where additional referrals could be made. Direct service, in the form of case management and follow-up consultations, are the responsibility of individual programs supported by the agency.

**3. A description of how CSBG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. (S)**

RMDC, Inc. uses CSBG funds to create a web of services geared to meeting the needs of low-income families. Programs sponsored by the agency support a variety of innovative initiatives designed to strengthen families and encourage effective parenting.

One program that meets this mission particularly well is Head Start, which is designed to help low-income parents improve their parenting skills. This is accomplished through parenting classes, interactive participation, mentoring, home visits, education and referrals. The RMDC Head Start applied for – and received – a one-time grant in the fall of 2002 which was used to focus efforts on helping fathers (or father figures) become more proactive in the child's Head Start experience. One of the major elements of the *Fatherhood Grant* was literacy. A part-time Fatherhood Coordinator was hired to provide opportunities for fathers and their children to go to the Head Start centers for a "Bookshelf Build." Fathers and their Head Start children built a bookshelf to take home after the event, along with a children's book. Head Start offers many events throughout the year (in collaboration with its school business partner, Mountain West Bank) through which children choose books to add to their collections. The "Bookshelf Build" provided a place to begin an "at-home library." The other major focus of the grant was to bring fathers into the classroom to share information about their jobs or hobbies. Many fathers participated. Through this grant, Head Start has also produced some great "Dad Newsletters." That one-time grant ended October 31, 2003. Head Start then applied for another "one time funding" of \$4,000 and that money will be available for their current program year May 1, 2005 – April 30, 2006, and has successfully been funded since that time.

One of the most innovative community-based initiatives RMDC, Inc. has participated in over the past two years is its lead role as a developer of community based mental health services in the greater Greater Helena area for the benefit of the tri-county catchment area. RMDC assumed this role in direct response to the work of Helena's Mental Health Local Advisory Council that had met every month for the last three years. Its membership included representatives of the local community mental health center, consumers of services, local governmental organizations, local health care providers, along with community leaders and mental health providers. At the conclusion of their deliberations over that period of time, they had identified as their number one priority, the need for implementing various crisis service for those in crisis from a serious mental illness with specific need for an inpatient secure facility that would provide crisis stabilization and short term in-patient treatment for those in need of such services. Since this volunteer advisory council had not the capacity of advancing the implementation of their very carefully defined crisis services goals, RMDC volunteered its organizational, planning, and community development capacity to plan, then develop the implementation of appropriate crisis services, up to and including the implementation of in-patient bed capacity to deal with those in crisis that need that type of environment for stabilization. RMDC's primary role and focus in this project was to create and nurture carefully defined and strategic partnerships among local county and city government organizations, the local medical - surgical hospital, the local community mental health center, mental health advocacy organizations, and other community organizations, as a means of creating a community collaborative environment, that would allow for the development of crisis services that were comprehensive in nature and effective for a tri-county area that realistically had no crisis services up to this point. RMDC applied for and was funded by the State's mental health authority a onetime grant of \$208,000 to collaboratively initiate a crisis response team through the auspices of the local mental health center, a non-secure 6 bed crisis stabilization program operated by the mental health center, and to begin the developmental planning for a secure in-patient facility. Additionally, RMDC has since successfully negotiated with the county government organizations involved, especially Lewis & Clark County, and the local hospital, and the mental health center for sufficient funds to sustain the Crisis Response Team program and the continued planning for other needed community based mental health services once the state grant funds had been spent.

Additionally RMDC continues to focus on its affordable housing efforts through such programs as GR8 HOPE I and II – the Greater Helena Area Affordable Homeownership Program. RMDC, Inc. has applied for HOME funds during three different annual HOME funding cycles in support of this program. GR8 HOPE provides closing cost and down-payment assistance to families at or below 80 percent of area

median income. This program was created in direct response to the identified need for appropriate housing among single parent and low-income families who could not otherwise afford to purchase homes in the greater Helena area. In order to prepare these families for successful home ownership, RMDC, Inc. is a key partner in the Money Management and First Time Homebuyers classes, which ensure that potential homeowners have the knowledge and skills necessary to manage a home and maintain an appropriate budget. RMDC, Inc. will continue to participate in the community process in order to identify need within its service area, and to develop programs geared to meeting those needs. RMDC will continue work to provide transitional housing facilities in partnership with both the Friendship Center and the Montana Veterans Foundation.

**4. RMDC, Inc. will provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. (S)**

**5. RMDC, Inc. will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective deliver of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. (A)**

**6. RMDC, Inc. will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. (A)**

**7. RMDC, Inc. will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation. (A)**

**8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs. (S)**

A Community Action Plan in the form of logic models describing the activities and outcomes of all agency-sponsored programs is attached herewith. This includes, as requested, a list of needs assessments conducted by the agency specifically for purposes of meeting CSBG needs as well as to meet the needs of other funders and to identify the unmet needs extant in the service area.

**9. RMDC, Inc. will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA). (A)**

**10. RMDC, Inc. will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices. (A)**

**Submitted by:** Gene Leuwer, Executive Director \_\_\_\_\_

**Agency:** Rocky Mountain Development Council, Inc.

**Date:** August 10, 2007

### Community Needs Assessment Narrative:

RMDC, Inc. has submitted a list of "Needs Assessments" (attached) that were initiated wholly or in part by RMDC. These assessments contain data that serve as one of the fundamental foundations for ongoing strategic planning performed by this agency in order to both plan for and to allocate the necessary resources to the programs that will best meet the needs of low income families and individuals in this tri-county area.

Accordingly, the most recently completed assessments are the *2004-2005 Tri-county Needs Assessment* and the *2005 Head Start Biannual Needs Assessment*. Both of these assessment tools, along with continuing relevant information from this agencies library of formerly commissioned assessment, are being used to plan for and implement the 2006/2007 biennial workplan that forecasts the intent of this agency for programs it intends to provide in the upcoming biennium.

On a preliminary basis, the 04/05 Tri-County Assessment tool data identifies the following community needs:

Specific to housing:

- 88.2% believe the community needed homes priced at less than \$130,000
- 75.3% believe we needed more low-income seniors' housing
- 71.7% believe we needed more low-income, affordable rental units
- 65.6% believe we needed more handicapped-accessible housing for people with disabilities
- 64.6% believe we needed more senior assisted care facilities offering private apartments, common meals, and other assistance
- 57.5% believe we needed more housing that allows pets
- 55.6% believe we needed for homeless or transitional people
  - including mentally ill / homeless
  - low-income families and adults
  - seniors
  - disabled
  - youth
- 54.3% believe we needed more apartments for seniors only
- 51.7 % believe we needed more group homes for special populations

In addition to these specific housing findings, the 54.6 % of the respondents identified the need for more local facilities and services for people in need of food, shelter, transportation, or health care. Other issues that surfaced in this process included the need for assistance to pay for medications and dental care, better access to physicians, and day care.

In addition, RDMDC, Inc. conducted two new market analyses, one by Property Dynamics of Oregon, the other by Gill Group of Missouri, the findings of which clearly supported the need to go forward with two substantial low-income housing projects, Eagles Manor II, and Eagles Manor III. Additionally, in relation to these two housing projects, RMDC conducted and received public comment at six separate public meetings.

Submitted:

Gene Leuwer \_\_\_\_\_  
Executive Director, Rocky Mountain Development Council, Inc.  
Date: \_\_\_\_\_

**LIST OF ASSESSMENTS**  
**Rocky Mountain Development Council**

**(1) Tri-County Needs Assessment (2004-2005)**

In November of 2004, RMDC, Inc. contracted with Northwest Resource Consultants to conduct a Tri-County, random, statistically valid community survey focused on gaining the community perspective on housing and other social service needs. The survey was extensive asking the respondents a series of 216 primary questions and gathered information on household demographic characteristics. The survey respondents corresponded closely with the demographic breakdown of the 2000 Census and as such, are a valid reflection of the overall views of the communities surveyed.

A county by county report is in the final compilation stages as well an overall summary report will be prepared and available to all programs.

Information from this Survey / Needs Assessment will be combined with other survey information to assist RMDC, Inc. in setting a strategic course to address those needs identified that are within the scope of our programs for this year and the upcoming biennium.

**(2) LIEAP (Low Income Energy Assistance Program) Survey (2003)**

In July 2003, 1,740 needs assessment surveys were sent out to LIEAP participants in the tri-county area. Of the 1,740 distributed, approximately 300 surveys were returned. This survey was conducted to determine level of need among people at lower income levels relative to access to medical resources, childcare, housing, transportation, education, health insurance, utilities and other resources.

**(3) Poverty Focus Group (2003)**

On June 11, 2003, a poverty focus group was held. Food was provided, and a facilitated discussion held; 93 persons attended. Opinions were elicited on the causes of poverty, local area need, and how best to solve those needs. Consistent with numerous needs assessments held over the past several years, child care, transportation, decent housing, livable wages and affordable health insurance were named as high priorities.

**(4) Confidential Housing Survey (2002)**

In May 2002, the participants in First Time Homebuyers and Money Management classes were surveyed relative to their demographics, income, housing plans and current housing situations.

**(5) Greater Helena Area Market Analysis (2003)**

In January 2003, a market analysis of the greater Helena area was performed by Dick Dodge of Dodge Data Systems to determine whether there was a need and/or market for renovated low-income housing units geared to the elderly and disabled.

**(6) Boulder, Montana Market Analysis (2003)**

In January 2003, a market analysis of the Boulder area was performed by Dick Dodge of Dodge Data Systems to determine whether there was a need and/or market for renovated low-income housing units.



**(7) Public Meetings (2002 – 2005)**

At least eight public meetings have been held since January 2002 to assess the public sentiment about area housing needs. Opinions are elicited and collected and are used as a tool to assess local housing need. At least two public meetings are required prior to submitting a HOME grant; at least one is required prior to submitting a CDBG grant application.

**(8) Head Start (2005)**

Head Start is in the process of completing its biannual needs assessment, which provides insight into area need for low-income preschool services.

**(9) Housing Focus Group (2005)**

A series of facilitated meetings have been held, which have included local housing stakeholders, including representatives of such entities as the City of Helena, Lewis and Clark County, the Helena Housing Development Corporation, the Helena Area Housing Task Force, the Helena Housing Authority, CTI, Fannie Mae, RMDC and others to elicit expert opinion about the state of housing need in the greater Helena area.

**(10) Updates to the Greater Helena Area Housing Needs Assessment of 1999 (1999 – 2005)**

Annual updates to the wide-based 1999 assessment have been done annually, using such tools as surveys and focus groups. Currently plans are underway to replicate the extensive needs assessment process, using a random, statistically valid survey and provider interviews. The LIEAP survey has already been accomplished and stakeholder focus groups are underway, both of which are vital pieces for the assessment as a whole.

**(11) Eagles Manor III Market Analysis & Eagles Manor II Market Analysis**

conducted by Property Dynamics of Woodville, Oregon (December 05)  
and by Gill Group of Dexter, Missouri.

# **Rocky Mountain Development Council, Inc. Board of Directors**

August 2007

## **Public Sector Representatives**

**Andy Hunthausen, Commissioner,** Lewis and Clark County Commission  
**Charles Notbohm, Commissioner,** *Vice President, RMDC, Inc.* Jefferson County Commission  
**James Hohn, Commissioner,** Broadwater County Commission  
**Mike Colbert, Mayor,** City of Townsend  
**James E. Smith, Mayor,** City of Helena  
**Twila Harrington,** Jefferson County At-Large

## **Low-Income Sector Representatives**

**Gregg Groepper, Executive Director,** Energy Share, 443-4300 – Fax  
**Daniel Pocha, Board Member,** Helena Indian Alliance  
**Martha Ripley,** Head Start PC  
**Ruth McDonough,** Head Start Alternate  
Vacant  
**Helen Fandrich,** Secretary/Treasurer, RMDC, Inc., Senior Citizens

## **Private Sector Representatives**

**Jim Dwyer,** At-Large Member  
**Pat Bollinger,** At-Large Member  
**Bill Roberts,** *President, RMDC, Inc.* Helena Industries  
**Jon Chacopulos,** At-Large Member  
**Jerome Loendorf,** State Bar of Montana  
**Glenna Obie,** Catholic Diocese of Helena

**DISTRICT IX  
HUMAN RESOURCE DEVELOPMENT COUNCIL  
BOZEMAN, MONTANA**

1. WORK PLAN 2008 AND 2009 \*\*\*
2. BUDGET 2008 AND 2009 \*\*\*
3. ASSURANCES
4. LISTING OF BOARD MEMBERSHIP
5. PROGRESS REPORT FOR 2006 \*\*\*

\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)

## STATEMENT OF ASSURANCES

As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit (S) as part of its FY 2008/2009 CSBG application, or assure (A) that it will do the following:

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low income individuals and families in its district. (S)
2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow up consultations. (S)
3. A description how CSBG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. (S)
4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low income individuals. (A)
5. Will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective delivery of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. (A)
6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. (A)
7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented in the HRDC board to petition for adequate representation. (A)
8. Will submit a Community Action Plan that includes a needs assessment, which may coordinated with community needs assessments conducted for other programs. (S)
9. Will cooperate in implementation of the Results Oriented Management and Accountability System (ROMA). (A)
10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices. (A)

Submitted by: Jeffrey K. Rupp

HRDC Name: HRDC of District IX, Inc.

Date: June 1, 2007

## **Human Resource Development Council of District IX, Inc.**

### **Required Description Attachment for Statement of Assurances**

*1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low income individuals and families in its district.*

Low-income individuals and families, typically contact the HRDC District IX initially to obtain emergency services such as housing, energy assistance and food assistance. Our staff act as case managers in assessing the needs of our clients and directing them to other anti-poverty programs both within our agency and in the community at large. Within our agency we have at our immediate disposal an umbrella of programs, such as Head Start, Youth Development & Training, Senior and Public Transportation, Home Health Care, Low-Income Housing, Energy Assistance, volunteer opportunities and Food Security, that we direct our clients to utilize. Through the administration of numerous anti-poverty programs we are able to maximize resources and efficiently and effectively provide services to the low-income community. Our agency uses a holistic approach in helping our low-income program participants, which includes addressing the needs of the entire family. HRDC District IX encourages input and active participation from the people that we serve which promotes self-sufficiency. We have strong ties with other anti-poverty programs in the community and refer clients to those agencies. Through our delivery system and collaborative efforts with other governmental, human service, and private sector organizations we are able to meet the needs of our clients while avoiding duplication of efforts and services.

*2. Description of how linkages will be developed to fill identified gaps in services, through provision of information, referrals, case management and follow up consultations:*

District IX HRDC is a valued and widely known community resource. Over 30 years of service in our community has established our HRDC as a core collaborator of services for low-income individuals and families. HRDC staff are educated on the opportunities and resources available in our community and staff actively participate on other Boards and Council to facilitate the sharing of information and the case management approach to serving our families. We continue to utilize our local Job Service, Office of Public Assistance, Department of Family Services, Public Health Department, Public Schools, Montana State University, United Way, Mental Health Center, Faith-Based Organizations, and other Human Service Organizations both as a referral source and as a link for our clients to other essential anti-poverty services. Our agency continues to organize and facilitate community focus groups and advisory boards which provide a mechanism for innovative and collaborative conversations concerning the provision of anti-poverty programs within our community. Our web site offers linkages and information regarding other community resources.

*3. A description how CSBG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.*

The HRDC District IX plays a very central role in supporting community-based initiatives that have the goal of strengthening low-income families and encouraging effective parenting. We continue to act as the host agency for local community youth initiatives whose goals are consistent with the purposes of CSBG. Our Head Start program serves as a vital resource to low-income families in the development of parenting and life skills. We continue to encourage and seek out other community-based initiatives that might benefit from our experience and capacity in providing human services to the low-income community.

*8. Description of how the Community Action Plan includes a needs assessment conducted for the community:*

HRDC District IX conducts an intensive Community Needs Assessment and Strategic Planning Process every five years. This assessment indicates barrier to self sufficiency within our community and is the basis for our five-year strategic plan. The 2001/2002 Community Needs Assessment included conversations with customers, partners, local officials and HRDC staff. Surveys, focus groups, one-on-one interviews and state and local data was gathered and a "top five" list of community needs was determined: Affordable Housing, Employment, Transportation, Health and Dental Care and Child Care. The agencies current strategic plan 2002-2007 focuses on these needs as well as the on-going programs valued as an effective resource by our customers. The Community Needs Assessment is a

crucial component in our fight against poverty and we are currently in the midst of another assessment as a tool for the creation of our 2008 - 2012 strategic plan.

## **HRDC Community Needs Assessment Discussion**

\*\*The HRDC has contracted with 45 Degrees North to provide a Community Needs Assessment. This document will be used to update the agencies long range strategic plan and CSBG work plan. A complete copy of this assessment will be sent upon completion. The state has a copy of the 2002 assessment

### **Scope of Project:**

A thorough review of the previous Community Needs Assessment reaffirms the HRDC's dedication to the communities of Gallatin, Park and Meagher Counties. Efforts to improve the five key issues from the 2002 Community Needs Assessment resulted in a number of achievements including new rental housing opportunities for customers, the creation of the Road to Home to assist families purchasing a home and the Streamline Bus System a free transportation program.

As the HRDC engages in the next official Community Needs Assessment, the opportunity to incorporate previous studies and achievements with new data opens the door for five more years of success. In consideration of the data, our recommendation is to consider focusing on the full development of a customized five year strategic plan, supported by the research from the Community Needs Assessment.

Research will be the catalyst for all other decisions by revealing your internal and external strengths, weaknesses, goals and resources. Analysis of past and current efforts, in relation to local and state standards and forecasts will expose attainable objectives and provide the data to authenticate tactical efforts.

Delivering a concise plan of how to apply the data obtained in the Community Needs Assessment, synonymous with a budget capable of supporting the plan, will unite all program directors, staff and customers under one common set of goals. Ultimately, uniting all grants and fundraising efforts under the same umbrella of strategic thought will enhance future funding opportunities.

### ***Benefits***

A community needs assessment has an abundance of benefits including the ability to:

- Determine strengths and weaknesses
- Target resources
- Reinforce existing programs and or recreate new programs
- Garner media attention
- Reenergize directors and staff
- Increase awareness of programs
- Increase united vision of HRDC

A strategic plan, based upon the data obtained from the Community Needs Assessment, has the ability to organize data into one cohesive plan of strategic action by:

### ***Identifying goals***

- Defining and outlining specific objectives
- Establishing a realistic budget
- Developing well-calculated strategies to apply the information garnered in the Community Needs Assessment
- Providing a united community of resources and information

### **Community Needs Assessment**

#### ***Research Preparation***

The initial phase of the project will include the review of prior Needs Assessment reports, including final outcomes and internal research to determine HRDC goals and expectations for the project. The goals will help determine who should be involved in the project, research methods and questions on where and how the interviews/surveys will be conducted. This initial phase of the project is imperative to obtaining concise, clean results.

Community partners, HRDC Board Members, staff and customers will be included in the research to garner maximum research and understanding of all aspects of HRDC services and programs. Research methods will vary to complement the program location, availability of staff and customers, and demographics and characteristics of customers; consistent with the overall goals of the project. Research methods will comprise of interviews, focus groups and a written and on-line survey.

Questions for each of the research methods will be developed in accordance with the goals and objectives. Overlapping questions will reveal overall HRDC program awareness, usage and satisfaction; independent questions will reveal specific information.

### ***Research Implementation***

Interviews will be conducted with directors, staff and multiple community partners. Interviews provide the structure necessary to garner qualitative data such as how HRDC services are perceived and suggestions for improvement. Interviews may also be conducted with HRDC customers when deemed the appropriate method of research for specific programs.

Focus groups will be conducted to incorporate a large customer base for individual programs, obtaining qualitative information concerning program strengths and weaknesses.

A survey will be used to garner qualitative data such as demographics and program usage and satisfaction. The survey will be provided online, through the mail and at various locations throughout Gallatin, Park and Meagher counties. This will allow for saturation of the customer base and a stronger response rate than if provided via mail only.

### ***Research Analysis***

Analysis of data will begin immediately upon completion of each phase of research. This will provide the ability to customize each phase of the project and address areas of need as the project progresses.

### ***Research Presentation***

A report of all data and key findings will be compiled and presented to the HRDC Board of Directors.

### **Strategic Plan**

A strategic plan will provide the structure to step beyond the boundaries of the current initiatives and exploit new possibilities, fully integrating the Community Needs Assessment. Redefining HRDC's mission, goals and objective will allow the Board members and staff to confidently move forward as one cohesive unit. Incorporation well-calculated strategies to achieve these goals, followed by structured evaluation tactics will enable the HRDC to garner cost efficient, effective results.

### ***Strategic Planning Preparation***

As an external, unbiased consultant 45 Degrees North will provide a professional analysis of the quantitative and qualitative research obtained through the Community Needs Assessment. This data will be the foundation to reinforce existing and/or determine new HRDC goals and objectives.

### ***Strategic Planning Process***

The next phase of the strategic planning process is to thoroughly review the budget availability, allowing the realistic development of short, mid and long term strategies. As the planning process continues, 45 Degrees North,

with the assistance of HRDC , will assign a timeframe for each strategy, the goals it relates to, the appropriate budget distribution, and the program directors and staff appointed to each project.

Successful strategic planning completes the process of a Community Needs Assessment by capitalizing on the knowledge gained and applying it appropriately.



## HRDC District IX, Inc. Board of Directors 2007

<b><u>Joe Menicucci, Chair,</u></b> <i>Belgrade City Manager</i>	91 East Central Belgrade, MT 59714	(406) 388-4994 <a href="mailto:belgrademgr@imt.net">belgrademgr@imt.net</a>
<b><u>Donna West, Vice Chair</u></b> <i>Community Representative</i>	8151 Lookfar Way Bozeman, MT 59715	(406) 585-9989 <a href="mailto:chitur18@karmachi.com">chitur18@karmachi.com</a>
<b>Budeski, Chris</b> <i>Madison Engineering</i>	315 Sheridan Ave. Bozeman, MT 59718	(406) 556-4417 <a href="mailto:chris@mtgvre.com">chris@mtgvre.com</a>
<b>Brodie, Kent</b> <i>Oasis Telecommunications</i>	931 West Hulbert Bozeman, MT 59718	(406) 388-7233
<b>Cheney, Cynthia</b> <i>First Security Bank</i>	208 East Main Bozeman, MT 59715	(406) 585-3800 <a href="mailto:CynthiaC@Ourbank.com">CynthiaC@Ourbank.com</a>
<b>Kack, David</b> <i>Western Transportation Institute – MSU</i>	P.O. Box 174250 Bozeman, MT 59717	(406) 994-7526 <a href="mailto:dkack@coe.montana.edu">dkack@coe.montana.edu</a>
<b>Mack, Connie</b> <i>Community Land Trust</i>	110 North 24 <sup>th</sup> Avenue Bozeman, MT 59718	(406) 582-8264 <a href="mailto:mcmack@imt.net">mcmack@imt.net</a>
<b>Moos, Kris</b> <i>Moos Financial Services</i>	409 S. 22 <sup>nd</sup> Avenue Bozeman, MT 59718	(406) 586-1690 <a href="mailto:krmoos@hotmail.com">krmoos@hotmail.com</a>
<b>Pehringer, Victoria</b> <i>Head Start Policy Council</i>	526 N Bozeman Ave Bozeman, MT 59715	(406) 587-1941
<b>Ridgely, Cheryl</b> <i>Bozeman Deaconess Health Services</i>	520 E Granite Ave Bozeman, MT 59718	(406) 522-7646 <a href="mailto:cheryl.ridgely@msn.com">cheryl.ridgely@msn.com</a>
<b>Stout, Ramona</b> <i>Community Representative, Manhattan</i>	402 E Fulton Ave Manhattan, MT 59741	(406) 284-6218 <a href="mailto:rastout@bresnan.net">rastout@bresnan.net</a>
<b>Tanner, Kathryn</b> <i>Office of Community Involvement - MSU</i>	P.O. Box 5266 Bozeman, MT 59717-5266	(406) 994-6902 - W (406) 580-0144 - C
<b>Townsend, Gene</b> <i>Mayor, City of Three Forks</i>	P.O. Box 1 Three Forks, MT 59752	(406) 285-3633
<b>Vincent, John</b> <i>Gallatin County</i>	680 Low Bench Road Gallatin Gateway, 59730	(406) 763-3010

**DISTRICT X  
NORTHWEST MONTANA HUMAN RESOURCES, INC.  
KALISPELL, MONTANA**

- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

**\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

## Statement of Assurances

As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit (S) as part of the 2008-2009 CSBG application, or assure (A) that it will do the following:

**1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district. S**

Northwest Montana Human Resources, Inc. (NMHR) is a Community Action Agency serving Lake, Lincoln, Sanders and Flathead counties in Northwest Montana. Lincoln and Sanders are frontier counties (fewer than 6 people per square mile) with limited employment opportunities and low wages. Lake and Flathead are rural counties experiencing rapid growth, both economic and demographic. Unfortunately, wages levels are lagging far behind housing and health care costs, and area workers are struggling harder than ever to make ends meet.

Incorporated in 1976, our mission is to address the causes of poverty and promote self-sufficiency in our community. The main office is located in the city of Kalispell in Flathead County with outreach offices in Libby (Lincoln County) and Polson (Lake County). In Sanders County, a contract exists between NMHR and Job Service for Job Service staff to provide ten hours of service to NMHR customers for outreach, case management, and needed job development services. NMHR also has on staff a part-time Case Manager in Sanders County who works out of her home on an as needed basis, approximately 20 hours per month. Northwest Montana Human Resources has a commitment to utilizing all programs and opportunities to their fullest and using them as a tool for developing additional resources for the low-income and disadvantaged individuals and communities which we serve.

Northwest Montana Human Resources has an annual operating budget of over five million dollars. By serving as the umbrella organization for various programs, we are able to reduce administration expenses for the entire agency and put more dollars into programs designed to meet specific needs in the communities. Programs administered by Northwest Montana Human Resources are all geared towards supporting and empowering individuals and families who are economically and/or physically disadvantaged.

Out of this commitment, a myriad of programs have been developed which support and enhance each other and demonstrate our management capabilities. Current, organization wide, activities include the following:

- Case Management Resources, in-home care to Medicaid eligible disabled and elderly
- Homemaking for the elderly, coordinated with the local Area on Aging
- Weatherization services to low-income households
- LIEAP, Low Income Energy Assistance Program
- Montana Energy Share
- Warm Hearts/Warm Homes Program
- Employment and Training programs for low-income and disadvantaged youth and adults, disabled youth, and displaced homemakers
- WoRC and FSET programs for those receiving public assistance and/or food stamps
- Montana Youth Independence Project
- Courtyard Apartments for low- and very low-income people transitioning out of homelessness
- Section 8 Housing Assistance (Rental and Homeownership) and Family Self-Sufficiency Programs
- Mutual Self Help Housing Program
- HUD Housing Counseling
- Foreclosure Prevention and Credit Counseling
- 1<sup>st</sup> Time Home Buyer Program
- Emergency Shelter grants to prevent families becoming homeless
- Extensive and highly effective referrals to a well-coordinated network of community resources

**2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. S**

Northwest Montana Human Resources, Inc. actively seeks opportunities to expand and enhance the extensive network of linkages throughout our area. Agency staff are active participants in community groups, forums and processes, including, but not limited to:

- Community management teams (staff has served as the chair in all four counties in past years, currently serves as the chair in three counties)
- Continuum of Care (staff serves on both the regional and state boards)
- 211 development (staff served on organizing and development committees)
- Comprehensive Economic Development Strategy (staff serves as county chair and facilitator)
- United Way (staff serves in many capacities: on funding review panels, as community resource speakers, and on needs assessments committees)

Through these networks, NMHR is able to constantly assess the gaps in local services, and drive or support community-based solutions to problems or situations in our area.

NMHR collaborates or partners with literally hundreds of community groups, agencies, churches, government bodies and federal, state and local departments to serve our communities. These partnerships are the core element of effecting community change and finding solutions that help people achieve self-sufficiency. It takes a very large village to fight poverty!

**3. A description of how CSBG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. S**

CSBG funds will be used to support the following programs, which are all community-based initiatives, related to the purposes of CSBG:

- Sanders County Transportation Task Force (transportation for senior citizens & disabled)
- Lake County Outreach Office (employment & training)
- Lincoln County Outreach Office (employment & training)
- Comprehensive Economic Development Strategy (economic development)
- Glacier Affordable Housing Foundation (first time homebuyer program)
- HUD Housing Counseling (counseling homeowners with problems)
- Continuum of Care for the Homeless Coalition (homeless problems)
- Community Frameworks (mutual self-help housing)
- Group Workcamp (faith-based low-income home repairs)
- Financial Education and Support (enabling people to enter and participate in the financial mainstream)
- Montana West Economic Development (economic development)
- Housing Assistance Ladder – HAL (Affordable housing task force)

CSBG funds are also used for the following and are ultimately related to the purposes of CSBG:

- Travel & Training for CSBG staff
- ROMA training and certification
- Board of Directors activities
- Organizational dues and subscriptions
- Telephone and computer network for CSBG staff
- Grant writing and additional funds procurement
- Community needs assessments
- Program Support

The CSBG provides the funding that allows Northwest Montana Human Resources, Inc. the time, facilities and staff to mobilize resources and to plan, leverage and manage programs that best meet community needs. By coordinating multiple programs and resources, and by creating new programs where none exist to meet an identified community need, NMHR is achieving our mission of creating opportunities for low-income people to become self-sufficient.

NMHR has an annual budget of approximately \$5 million. NMHR receives \$376,868 in CSBG funding per year. This relates to a 15 to 1 ratio of total budget compared to CSBG funding.

- 4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. S**

Many of our programs have food-based supportive services available to get participants through an emergency while waiting for public or food bank assistance. We coordinate closely with area churches, food pantries and food banks to assure that referrals are effective, and that no client is sent to a resource that may be inappropriate, unavailable on a given day, or temporarily out of supplies. We also maintain close relations with all the local Offices of Public Assistance, and in fact provide services on a contract basis for the Food Stamp Employment and Training (FSET) program for the Flathead County office.

- 5. Will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective deliver of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. A**
- 6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. A**
- 7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation. A**
- 8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs. S**  
Please see attached Needs Assessment information immediately following this section.
- 9. Will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA). A**
- 10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices. A**

Submitted by:

**Douglas D. Rauthe, Executive Director**  
**Agency: Northwest Montana Human Resources, Inc.**  
**Date: June 1, 2007**



## Northwest Montana Human Resources, Inc. 2006 Community Needs Assessment Final Report February 2007

### Executive Summary

The object of this mailed survey was to gather information from low-income residents of Flathead, Lake, Lincoln and Sanders counties on both *needs* in the communities Northwest Montana Human Resources, Inc. (NMHR) serves as well as *satisfaction levels* with the services currently being delivered to clients. 2836 surveys were mailed in early November 2006, and 676 were returned, for a 24% response rate (15% is the current national average). 1379 people (931 adults, 448 children) are represented in these 676 households.

It is important to note that this was a voluntary, anonymous questionnaire, with no “prize” or other external incentive to return the survey, and it was sent only to people who had applied for energy assistance within the past 12 months. With that noted, the data was remarkably consistent throughout the process. At the time the preliminary report was issued in December, slightly over half the surveys had been entered. The percentage breakdown on answers at that point was consistently within 1-2% of the final percentages for all surveys.

Some generalizations can be drawn from the data supplied by clients. NMHR’s average client is most likely to have lived here for at least 5 years. He or she is likely to be over 40 years old, and living below the official poverty threshold. The client probably finished high school, but is unlikely to have a full-time job, and probably does not have any health insurance. He or she has trouble meeting routine expenses on a monthly basis, and has probably used the Food Bank in the last year.

Client satisfaction with NMHR’s programs and services is high; less than 3% of respondents thought they had been treated unfairly or unprofessionally by staff and of this low number, comments revealed that a few respondents had NMHR confused with the Office of Public Assistance. The majority of specific complaints noted in the comment section had to do with income guidelines and assistance amounts for energy assistance, neither of which is controllable by the agency. There were numerous compliments, and many people expressed deep gratitude for the agency’s presence and programs.

Consistent with prior surveys, affordable housing topped the list of identified community needs, with over half the respondents targeting it as a top concern. The combined issues of more and better jobs followed closely behind, with health care, transportation and senior services next on the list of area residents’ concerns.

The data on the following pages paints a picture of the clients NMHR serves in Flathead, Lake, Lincoln and Sanders counties, their concerns, their needs and desires. It is by no means an exhaustive list, but it is quite clear that there is continued need for all the programs NMHR currently operates, as well as a demonstrated need for the proposed Asset Development program to assist people with financial education and money management issues. The agency’s mission *to provide opportunities for disadvantaged citizens to become self-sufficient* is as relevant as ever, and the need for services is as great as ever.

**Demographics:**

Group	Mailed	Returned	Group	Mailed	Returned
Flathead County	49%	46%	60 years+	30%	47%
Lincoln County	25%	26%	50-59 years old	16%	20%
Lake County	16%	15%	40-49 years old	20%	15%
Sanders County	9%	12%	30-39 years old	17%	11%
			22-29 years old	12%	6%
			Under 21 years old	4%	1%

- 367/54% female, 185/27% male, 121/18% did not respond
- 193/29% of households included children
  - 104/15% were headed by a single parent
- 311/46% had either a high school diploma or GED
  - 150/22% had some post high-school education
  - 53/8% had 16+ years of education
- 92/14% had some high school before ending their education
  - 59/9% had an 8<sup>th</sup> grade or lower education
- Average household size overall is 2.04 persons
  - Average household size of families with children is 3.92
- 422/62% have lived in the area 10+ years
  - 104/15% have lived here 5-10 years
  - 108/16% have lived here 2-5 years
  - Only 29/4% have lived here less than 2 years
- 187/28% people find time to volunteer in their community

**Poverty Information (defined by 2006 Federal poverty levels: \$20,000 for a family of 4):**

- 359 of 676 households (53%) live in financial poverty
  - 127/19% are families with children, 139/21% are senior-headed households
  - 215/32% have lived here for 10+ years
    - 56/8% have lived here between 5 and 10 years
    - 61/9% have lived here between 2 and 5 years
    - 19/3% have lived here 2 years or less

**Current situation vs. 12 months ago:**

- 346/51% rated themselves as “worse off” in at least one area
- 253/37% rated themselves as “better off” in at least one area

	<u>Better off</u>	<u>Worse off</u>
◦ Housing:	103	59
◦ Job/employment:	67	100
◦ Health/medical:	93	183
◦ Child care	18	29
◦ Adult day care:	6	10
◦ Transportation:	67	103
◦ Food/nutrition:	82	75
◦ Overall income:	64	181

**Employment (percentages based on adults only):**

- Working full time 134/14%
- Working part time 107/11%
- Disabled 243/26%
- Retired 276/30%
- Working seasonally 30/3%
- Working 2+ jobs 27/3%
- Student 12/1%
- Unemployed 65/7%

**Problems finding employment (as identified in 326 households where no adult is working full-time and no one is retired):**

- Medical reasons 94/29%
- No jobs available 40/12%
- Transportation 38/12%
- Education 29/9%
- Child care problems 29/9%
- Job search problems 16/5%
- Employer attitudes 15/5%

**Biggest needs in the community:**

- Affordable Housing 356/53%
- More jobs 191/28%
- Better jobs 153/23%
- Health care 139/21%
- Transportation 100/15%
- Senior services 89/13%
- Affordable day care 50/7%

**Housing information:**

- 184/27% are dissatisfied with their housing, 48 of these expressed health/safety concerns
- Living situation:
  - 206/30% own their home, 66 have no payments
  - 135/20% own a mobile home, 29 have no payments
  - 120/18% rent a house
  - 120/18% rent an apartment
  - 16/2% live in an RV or trailer
  - 5/1% have no permanent place to stay
- Moving:
  - 58/9% moved at least once in the previous 12 months
  - 16/2% moved 2 or more times in the previous 12 months
- Utilities: average \$138 (excluding subsidies)
- Homelessness: 16/2% have been homeless in the last 12 months
  - 7 have lived here 10 years or more
  - 5 have lived here 5-10 years
  - Only 3 have lived here 2 years or less
  - 8 of 16 were families with children, 2 were couples, 5 were singles
  - 1 was a senior, 4 were 50-59, 8 were 40-49, 1 was 30-39, and 2 were 22-29

**Financial/Asset Information:**

- 104/15% do not have a bank account
- Only 300/44% filed income taxes
  - 64/9% obtained a refund anticipation loan
- 81/12% have had a payday or title loan in the last 12 months, 14/2% had used both
- 293/43% have no health insurance of any kind
- 120/18% used the emergency room rather than a regular doctor because of having no insurance
- 287/42% have used the Food Banks in the last 12 months
- 60/9% have had at least one utility shut off in the last 12 months
- 508/75% had trouble meeting routine expenses in the past 12 months
  - Rent/Mortgage: 167
  - Utilities: 288
  - Buy gasoline: 333
  - Repair car: 360
  - Buy groceries: 285
  - Pay medical expenses: 313
  - Buy medicine: 240
  - Pay child care: 42



**Caregiver Information:**

- 48/7% are acting as caregivers
  - 27 of these 48 caregivers are living in financial poverty
  - 23 of these caregivers are seniors
    - 7 are caring for grandchildren
    - 7 are caring for an adult disabled child
    - 1 is caring for a sibling
    - 8 are caring for a husband/wife/partner
    - 7 senior caregivers are living in poverty

**Client Satisfaction**

- 560/83% of clients thought they had been treated fairly and professionally by NMHR staff
  - Only 22/3% thought they were not treated fairly at NMHR (and of this low number, several comments revealed that the respondents had NMHR confused with the Office of Public Assistance)
  - 94/14% did not respond to the question
- 520/77% thought that NMHR had helped them improve the conditions in which they lived, or that they were more self-sufficient as a result of NMHR's services

**NORTHWEST MONTANA HUMAN RESOURCES, INC.**  
**Board of Directors 2006**

<b>President</b> <b>JIM MOREY</b> Retired County Commissioner 1010 California Avenue Libby, MT 59923 <b>293-7615 (H)</b> e-mail: <a href="mailto:jimandeileen@libby.org">jimandeileen@libby.org</a> (Lincoln-Public Sector Rep) Started 10/97 Expires 6/08	<b>(E)</b>	<b>Director</b> <b>MIKE HUTCHIN</b> <b>(P Chair)</b> County Commissioner c/o Lake Co. Courthouse Polson, MT 59860 <b>883-7204 (W)</b> Fax: 883-7283 e-mail: <a href="mailto:commissioners@lakemt.gov">commissioners@lakemt.gov</a> 883-4017 (H) (Lake-Public Sector Rep) Started 7/91 Expires 6/08
<b>Vice President</b> <b>DUANE LUTKE</b> Executive Director c/o Area Agency on Aging 110 Main Street, Suite 5 Polson, MT 59860-7283 <b>883-7284 (W)</b> Fax: 883-7363 Mobile: 261-2579 883-2852 (H) e-mail: <a href="mailto:aging6@area6aging.org">aging6@area6aging.org</a> (Lake-Low Income Sector Rep) Started 2/92 Expires 6/07	<b>(E) (F/Chair) (P)</b>	<b>Director</b> <b>J. GAIL PATTON</b> <b>(F) (P/P)</b> County Commissioner 12129 VonSegan Road Lonepine, MT 59848 <b>827-6942 (W)</b> Fax: 827-4388 741-2876 (H) e-mail: <a href="mailto:patcat@ronan.net">patcat@ronan.net</a> (Sanders-Public Sector Rep) Started 2/99 Expires 6/08
<b>Secretary/Treasurer</b> <b>ROBIN BOON</b> <b>(E) (F) (P/P/Chair) (H)</b> Insurance Consultant c/o Western States Insurance P.O. Box 8090 Kalispell, MT 59904-1090 <b>758-4204 (W)</b> Fax: 755-1189 755-1077 (H) e-mail: <a href="mailto:rboon@wsi-insurance.com">rboon@wsi-insurance.com</a> (Flathead-Public Sector Rep) Started 2/98 Expires 6/07		<b>Director</b> <b>JUDI YEATS</b> 22 Iowa Avenue Whitefish, MT 59937 <b>751-5909 (W)</b> e-mail: <a href="mailto:judi_yeats@yahoo.com">judi_yeats@yahoo.com</a> (Flathead-Low Income Sector Rep) Started 6/06 Expires 6/09
<b>Director</b> <b>LINDA BALDWIN</b> P.O. Box 345 Fortune, MT 59918 <b>889-5351 (H)</b> e-mail: <a href="mailto:boonylivers@montanasky.net">boonylivers@montanasky.net</a> (Lincoln-Private Sector Rep) Started 6/06 Expires 6/08		<b>Director</b> <b>LINDA WEST</b> <b>(P) (H)</b> Retired Box 613 Hot Springs, MT 59845 <b>741-5593 (H)</b> e-mail: <a href="mailto:lwesl@hotsprgs.net">lwesl@hotsprgs.net</a> (Sanders-Low Income Sector Rep) Started 12/05 Expires 6/09
<b>Director</b> <b>FAITH HODGES</b> <b>(P/P) (P) (H/Chair)</b> Director, Enrollment Planning & Research FVCC 234 Rosewood Drive Kalispell, MT 59901 <b>756-3812 (W)</b> 752-8566 (H) e-mail: <a href="mailto:fhodges@fvcc.edu">fhodges@fvcc.edu</a> (Flathead-Private Sector Rep) Started 12/05 Expires 6/07		<b>Director</b> <b>EARL MESSICK</b> <b>(F) (H)</b> Retired 214 Autumn Rd. Libby, MT 59923 <b>293-5625 (H)</b> e-mail: <a href="mailto:ebmesck@kvis.net">ebmesck@kvis.net</a> (Lincoln-Low-Income Sector Rep) Started 12/05 Expires 6/09
<b>Director</b> <b>ERNEST SCHERZER</b> 33 Lone Wolf Lane Trout Creek, MT 59874 <b>827-0305 (H)</b> e-mail: <a href="mailto:xberea@blackfoot.net">xberea@blackfoot.net</a> (Sanders-Private Sector Rep) Started 6/06 Expires 6/07		<b>Director</b> Vacant (Lake-Private Sector Rep) Expires 6/06

E = Executive Committee  
P = Personnel Committee  
F = Finance/Audit Committee  
P/P = Planning/Program Committee  
H = Housing Committee

Revised: 10/27/06

**DISTRICT XI  
HUMAN RESOURCE COUNCIL  
MISSOULA, MONTANA**

- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

**\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

## Statement of Assurances

As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit **(S)** as part of the **2008-2009** CSBG application, or assure **(A)** that it will do the following:

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district. **As Attached**
2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. **As Attached**
3. A description of how CDSG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. **As Attached**
4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. **As Attached**
5. Will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective deliver of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act.
6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations.
7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation.
8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs. **As Attached**
9. Will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA).
10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices.

Submitted by:

Leon Ac Stalcup, Board Chair

Agency: District XI Human Resource Council, Inc.

Date: July 23, 2007

**District XI Human Resource Council**  
**CSBG Statement of Assurances**  
**FY 2008-2009 Workplan**

Item 1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district.

District XI HRC is a private not-for-profit corporation formed in 1965. Since 1982 District XI HRC has enjoyed the support of Ravalli, Mineral, and Missoula Counties through an inter-local agreement which designates District XI HRC as the entity to perform programs on behalf of the counties. District XI HRC serves low income households through its three offices located in Hamilton, Missoula, and Superior. District XI HRC strives to assist low income households in their goal to attain self-sufficiency and/or to maintain themselves in a manner that allows as much independence as possible; in part this is through a variety of approaches and direct services programs.

For the corporation fiscal year ending June 30, 2007 31 contracts were administered with a total budget of about \$5.5 million. The programs operated by District XI HRC this past year include:

*2-1-1/First Call for Help:* 2-1-1/First Call for Help in Mineral, Missoula, and Ravalli Counties is a telephone referral line that disseminates information to callers about services available in the area. 2-1-1 has over 900 services in its computerized data bank. It also has a web site where local organizations can query the system for information and kiosks where the public can access the 2-1-1 data base.

*Rental Assistance:* The Section 8 Rental Assistance Program assists over 430 households with rent. Staff in the three county area perform inspections of the rental units and work with landlords and tenants to meet the housing needs of the participants.

*Weatherization:* The Weatherization Program has several funding sources including Department of Energy, LIEAP Block Grant, NorthWestern Energy, and the Bonneville Power Administration.

*Youth Employment:* The Program serves about 50 individuals each year. The Youth Program works to assist participants in their work search and skill development. The Program also addresses parenting, life skills, educational plans, and fatherhood issues.

*WoRC:* District XI HRC operates the WoRC program in Ravalli County. About 80 households are served annually. Staff assist participants in work search and skill development. Parenting, fatherhood, family development skills are also addressed.

*Disabled Indigent Assessment:* Missoula and Mineral counties in the district fund HRC to provide incapacity assessment for those applying for disability to Social Security Administration, or to other disability programs. During the application process HRC assists the participant with "basic needs" like rent, utilities, etc. About 135 participants will receive some kind of service from the program during the upcoming year.

*Low Income Energy Assistance:* LIEAP will serve approximately 3800 households in the coming year. Staff coordinate with a variety of providers to problem solve the energy/heating needs of participating households.

*Energy Share of Montana:* Households were assisted with their energy/heating needs. A local committee, with membership from the three counties, works with staff to assist those who have either exhausted their LIEAP benefits or have not received LIEAP to address the heating/energy needs of the household.

*Emergency Shelter Grants Program:* These funds are distributed to a variety of organizations in the district to assist homeless families and individuals. Three shelters and two domestic violence programs are funded with these funds, as well as the Salvation Army that process requests for hotel/motel lodging. Also HRC staff act as referral agents to existing providers and provide assistance when no other provider is available.

*Emergency Food and Shelter Grants Program:* District XI HRC is the fiscal agent for the EFSG program. Also HRC convenes the Local Board that allocates the funds to the various providers in the three counties. HRC is part of an extensive network of organizations that routinely meet to plan and provide for services to the homeless.

*Summer Food Program:* District XI HRC operates the Summer Feeding Program with funds from the Office of Public Instruction in Missoula and Mineral Counties. Children are served nutritious meals during the summer at 6 sites.

*First Time Home Buyer Program:* The program operates in Mineral, Ravalli, and Missoula Counties, giving the opportunity to households to purchase their first home through the program. Previously the program targeted households with disabled family members and currently an effort is under way to encourage Native Americans to participate in the program. Local lenders provide the majority of the financing with a set aside from the Montana Board of Housing.

*Housing Rehabilitation Loan Fund:* Funded through the HOME Program the Loan Fund offers low interest loans to owner occupied units for rehabilitation work to address structural, electrical, plumbing, and over crowding concerns of the owners.

*Housing Preservation:* As of June 2007, HRC has purchased 8 Rural Development (RD) assisted rental projects with a total of 90 units. Currently HRC is planning on rehabilitating several of the units.

The Workplan for the two year period from 2008 to 2009 details the services provided by HRC to low income households. Many of the eligible CSBG activities are part of a larger leveraged funds approach to addresses the needs of the low income community.

Item 2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations.

District XI HRC has been active in several community coalitions, including:

*At Risk Housing Collaborative-Missoula:* ARHC has been instrumental in providing a continuum of care for the homeless and has about 12 active organizations. ARHC members participate in the Winter Shelter Committee which makes recommendations on assistance to local households facing eviction. The Salvation Army receives funding from Missoula County and United Way for the assistance allocated by the Winter Shelter Committee.

*Healthy Families Coalition-Ravalli County:* Healthy Families has about 20 active organizations who meet to coordinate programs and services for low income families. They have sponsored nutrition programs and are part of the outreach for CHIPS.

*Northwest Energy Coalition:* The Coalition represents over 100 organizations involved in energy and conservation activities in the states of Montana, Oregon, Washington and Idaho and in Canada the provinces of British Columbia and Alberta. The Montana Caucus of the Coalition has routinely supported the low income weatherization programs.

*One Stop Centers for Employment and Training:* There are two workforce development system areas in the three counties, the Mineral-Missoula Workforce Development System and the Bitterroot Workforce Development System. The Systems are coordinated/linked with resources in the area that provide employment and training opportunities to low income participants. HRC is one of the partners operating the One Stop Center in Ravalli County, the other is the Job Service.

*School to Work Connecting Activities:* Staff are involved in several Committees/Task Forces in coordinating employment and training opportunities with educational opportunities in local school districts. Staff will be involved with the Alternative High School in Missoula.

District XI HRC maintains contact with an extensive list of organizations that are routinely involved in providing services to low income people. The above list of activities indicates the variety and breadth of involvement in the communities served by District XI HRC.

Item 3. A description of how CSBG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.

District XI HRC has entered into a collaboration with the Salvation Army which will provide the Salvation Army with additional resources for its Social Services Offices. This collaboration is in line with the Faith Based Initiatives that is a part of CSBG. Additionally, the 2-1-1/First Call For Help telephone information and referral services screens households who are asking local churches for assistance. This combination of 2-1-1/FCFH and the local churches is an innovative approach to utilizing local resources in an effective manner. HRC in conjunction with the United Way was the first organization to be designated as a 2-1-1 provider. This partnership will increase access to services by local families who are in need of assistance. Through the WoRC contract HRC staff address the need of fathers to be involved with their children. Also parenting is a core activity for the case management provided by HRC staff. A collaborative effort with the Ravalli Office of Public Assistance and the Bitterroot Job Service is under way to provide intensive case management and job coaching for WoRC participants.

Item 4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

District XI HRC is involved with the At Risk Housing Coalition (ARHC) which meets monthly to coordinate service to the homeless. ARHC provides input into the state-wide continuum of care which has been funded by HUD. Additionally, HRC is in constant contact with local churches and civic groups who provide emergency services to households in need. HRC administers the Emergency Shelter Grants Program (ESGP) and funds local providers, including shelters, who are providing emergency services to those in need. The Emergency Food and Shelter Grants Program also is administered by HRC and these funds are directed to local organizations providing assistance with food and shelter. HRC has entered in to a contract with Haven House Food Pantry in Hamilton to assist them in distributing food to needy households. HRC operates a Runaway and Homeless Youth (RHY) program that provides shelter and supportive services to runaway and homeless youth. One of the goals of RHY is assist participants in obtaining employment.

Item 8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs.

The Community Needs Assessment is an integral part of the decision making process for the CSBG Workplan and Budget. The information used in the decision making process came from a variety of sources including comments at public hearings, program participants, public, private, and low income representatives to the District XI HRC Board of Directors, members of District XI HRC's County Program Councils, and other human service organizations.

The databases of the 2-1-1/First Call for Help (FCFH) were the primary source of data for the needs assessment. District XI HRC participates in the statewide data collection and reporting system (CDS) operated by the Department of Public Health and Human Services' Intergovernmental Human Services Bureau (IHSB). However, most of the information in this description comes from the local 2-1-1/FCFH database maintained by District XI HRC.

The analysis of 2-1-1/FCFH data included over 9,283 calls over the period March, 2005 through February, 2007. The analysis of these calls included a trend analysis of requests from area households, including an analysis of seasonal impacts.

#### Participant Profiles

Some demographic characteristics of callers recorded on the 2-1-1/FCFH database indicate that:

- 57% of clients were women

- 82% of clients were white; 15% were Native American; 1% Hispanic

- 42% of clients were already receiving assistance when they called FCFH

- 19% were disabled

- 22% listed their household status as individual; 15% as a single parent; 15% as two parents; 10% in a group setting; and 8% as a couple

The major needs identified by this assessment were: food, shelter, temporary assistance, medical, and employment.

**DISTRICT XI HUMAN RESOURCE COUNCIL  
BOARD OF DIRECTORS**

**MISSOULA COUNTY**

**Low Income Sector**

Larry DeGarmo  
339 West Broadway  
Missoula, MT 59802  
549-0710 Work  
251-2329

Charlie Wellenstein  
Department of Social Work  
University of Montana  
Missoula, MT 59812  
243-6153

Valerie Forest  
2029 Strand  
Missoula, MT 59801  
Unlisted 829-3711

**Private Sector**

Leon Stalcup  
1635 West Kent  
Missoula, MT 59801  
721-2895

Vacant

**Public Sector**

Bill Carey  
Missoula County Commissioner  
200 West Broadway  
Missoula, MT 59802-4292  
523-4877

Cindy Wulfekuhle  
Office of Planning & Grants  
435 Ryman St.  
Missoula, MT 59802  
523-4657

**MINERAL COUNTY**

**Low Income Sector**

Peggy Prince  
Box 883  
Superior, MT 59872  
(208) 859-0823

**Private Sector**

**Public Sector**

Judy Stang  
Mineral County Commissioner  
P.O. Box 307  
St. Regis, MT 59866  
649-2316  
822-3553 Co.  
Commissioner's Office  
822-2316 Cell

Billye Ann (Toots) Bricker  
Mineral County Treasurer  
1281 Mullan Rd. East  
Superior, MT 59872  
Home 822-4488

**RAVALLI COUNTY**

**Low Income Sector**

Ron Osborn  
220 Blodgett Camp Road  
Hamilton, MT 59840  
363-2139

Evelyn Locke  
2875 Eastside Highway  
Stevensville, MT 59870  
777-3266

Revised January 16, 2007



## **Private Sector**

Dave Donkle  
901 Ponderosa Drive  
Hamilton, MT 59840  
363-1360

Morris Mitteness  
640 Warbler Lane  
Corvallis, MT 59828  
961-2456/363-2450

## **Public Sector**

Alan Thompson  
Ravalli County Commissioner  
215 S. 4<sup>th</sup> Street, Suite A  
Hamilton, MT 59840  
375-6501

**DISTRICT XII  
HUMAN RESOURCE DEVELOPMENT COUNCIL  
BUTTE, MONTANA**

- 1. WORK PLAN 2008 AND 2009 \*\*\***
- 2. BUDGET 2008 AND 2009 \*\*\***
- 3. ASSURANCES**
- 4. LISTING OF BOARD MEMBERSHIP**
- 5. PROGRESS REPORT FOR 2006 \*\*\***

**\*\*\* Available upon request by calling (406) 447-4269 or email: [lfoster@mt.gov](mailto:lfoster@mt.gov)**

## Statement of Assurances

As a condition of receiving Community Services Block Grant (CSBG) funds, the undersigned agrees that it will submit **(S)** as part of the **2008-2009** CSBG application, or assure **(A)** that it will do the following:

1. A description of the service delivery system, for services provided or coordinated with CSBG funds, targeted to low-income individuals and families in communities in its district. **S**
2. A description of how linkages will be developed to fill identified gaps in services, through the provision of information, referrals, case management and follow-up consultations. **S**
3. A description of how CDSG funds will support innovative community-based initiatives related to the purposes of CSBG, which may include fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting. **S**
4. Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. **S**
5. Will work with the state office to coordinate, and establish linkages between governmental and other social services programs to assure the effective deliver of such services to avoid duplication of such services and a description of how the state and the HRDC will coordinate the provision of employment and training activities of CSBG with entities providing similar activities through the Workforce Investment Act. **A**
6. Will work with the state to the maximum extent feasible to coordinate programs with and form partnerships with other organizations serving low-income residents of the communities and members of the groups served by the state, including religious organizations, charitable groups and community organizations. **A**
7. Will establish procedures under which a low-income individual, community organization, or representatives of low-income individuals that considers its organization or low income individual to be inadequately represented on the HRDC board to petition for adequate representation. **A**
8. Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs. **S**
9. Will cooperate in the implementation of the Results Oriented Management and Accountability System (ROMA). **A**
10. Will inform custodial parents in single-parent homes who participate in CSBG-funded programs about the availability of child support services and refer them to child support offices. **A**

Submitted by:



Elissa Mitchell, Executive Director  
District XII Human Resources Council, 700 Casey Street, Butte, MT  
June 12, 2007

*Refer to the narratives below for Assurances 1-4 and 8.*

### Assurance #1

Description of delivery system for services provided or coordinated with CSBG funds targeted at low-income individuals and families in the District XII HRC service area.

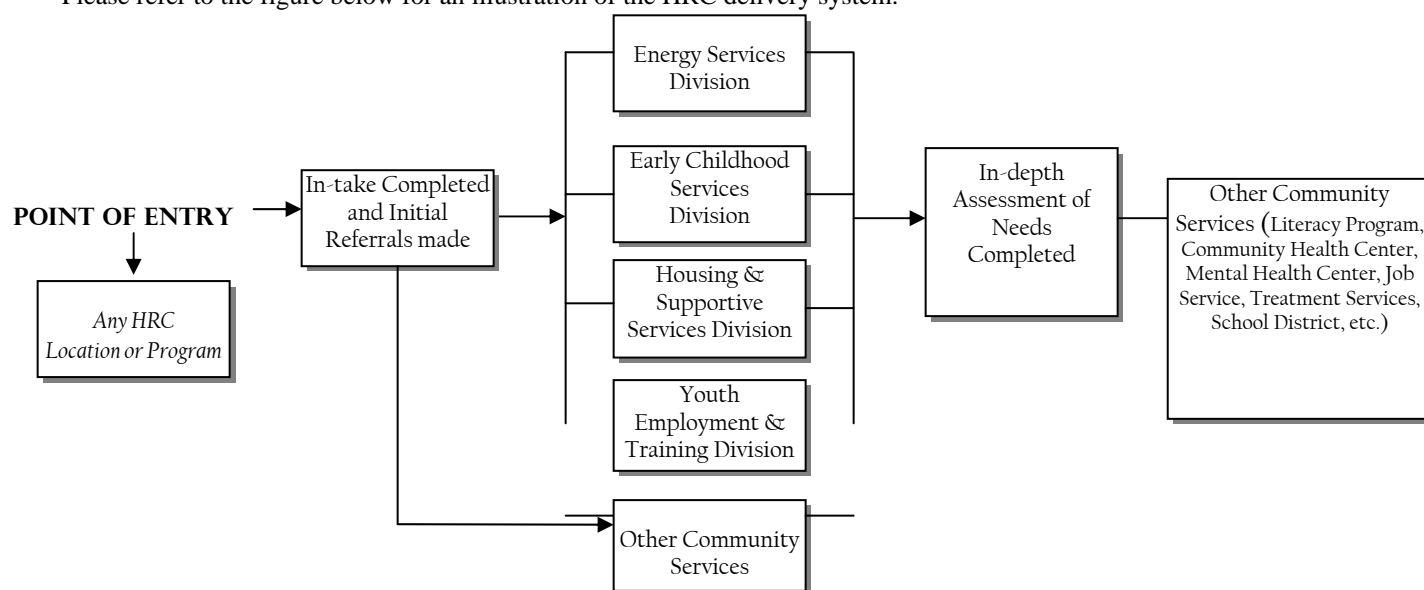
The delivery system used by District XII HRC is based upon two basic premises. They are:

1. *that many low-income, disadvantaged people in the region have multiple barriers to overcoming poverty. and,*
2. *that District XII HRC cannot meet all needs of the disadvantaged; that it is part of a community of organizations, both public and private, that provide services to low-income, disadvantaged people in the region to help improve the conditions in which they live and achieve their highest possible level of self-sufficiency..*

Because the needs of poor people are complex and varied, the community action agency cannot solve their problems alone. Therefore, District XII HRC is a cooperative agent in a community of service providers, both public and private, that work to create a seamless delivery system for people in need. District XII HRC currently works in cooperation with over 60 service providers in the six-county service area of Southwestern Montana. Referrals are used as an essential tool to help people move through the system; the referral process has become the cornerstone of the seamless delivery approach. Because District XII HRC provides a variety of services within its own organizational structure, it has an internal referral process. However, it works closely with its many partners to refer people in need to the various services offered in the communities served.

The referral process begins when a person in need approaches the agency for assistance. This can occur at any HRC location or with any HRC program. Regardless of which program is approached, initial information is taken for each individual or family and is referred to as an “in-take”. In the absence of a local ‘single point of entry’ system, this system provides flexibility and convenience for potential clients. It requires that front line workers in all HRC programs know the service delivery system and associated services well. To ensure its workers have the appropriate knowledge to be effective referral makers, HRC has a continuing education process where workers attend in-service training to learn about both internal and external community services.

Once the in-take is complete, front line workers have the information necessary to make initial referrals for primary or immediate needs. At this point, clients are either referred to one of HRC’s four divisions or to an external agency, depending upon their most immediate needs. Once a person has been referred to or has arrived at the appropriate HRC division, a more in-depth needs assessment takes place, most likely with a case manager or eligibility specialist. It is during this process that the more complex issues facing clients are identified and more external referrals take place. Case Managers regularly use official ‘release of information’ forms to allow the sharing of information between programs. Please refer to the figure below for an illustration of the HRC delivery system.



### Assurance

District XII HRC is committed to the concept of a seamless delivery system dependent upon strong partnerships with other services providers in the six-county service area. The agency shall continue its work to improve the system and coordinate services on behalf of low-income people. In particular, during the 2008-2009 strategic planning period, the agency will strengthen delivery systems in two of the district's rural counties by helping Beaverhead and Madison county develop continuum of care systems. These new initiatives are described under Goal #4 of the District XII HRC work plan.

## **Assurance #2**

Description of how linkages will be developed to fill identified gaps in services through provision of information, referrals, case management and follow-up consultations.

While District XII HRC continues to strengthen its internal capacity to deliver services, it also recognizes that strengthening linkages with other service providers is essential to the process of stabilizing families and improving conditions in which low-income people live. District XII HRC works on two levels to create and use linkages to help fill gaps in services including:

- **Gathering and generating information to help identify gaps in services by:**
  - engaging in community analysis to help inform its own goal-setting process as well as inform the community about pressing needs and,
  - maintaining linkages with other service providers through Board and Committee memberships to help the agency stay in touch with the missions, needs and services of other partners in the war on poverty.
- **Engaging in a cooperative referral and case management process to ensure, to the greatest extent possible, that a seamless system of services prevents people in need from getting appropriate and necessary services**

### **1. Gathering and Generating Information**

#### **Community Analysis**

HRC conducts a community needs assessment every two years in order to inform the strategic planning process. The assessment takes into account the level of poverty and its social effects, the impact of community action's current programming on poverty in the region, the financial resources available to meet needs, the needs of current program participants as indicated by a mail survey and what community leaders and service providers believe to be the greatest needs based upon a mail survey and a series of focus group discussions. The needs assessment helps the District XII HRC governing board direct resources to gaps in services so that poverty issues may be efficiently and appropriately addressed. (Please refer to the needs assessment attached to the work plan.)

#### **Board/Committee Memberships**

Currently, HRC staff and board members are involved with fifty-one community boards, committees and advisory groups in the service area. Agency representatives are involved with agencies addressing domestic violence, hunger, education, housing, health, child care, transportation and a variety of other issues, all of which are factors in strengthening families and their ability to achieve stability and economic health. Further, the agency has twenty-four written cooperative agreements in place with other service providers in the region. Involvement on this level is helping HRC build strong relationships with agencies that, in turn, help to make linkages on a case management and referral level stronger. Linkages on this level also allow for a sharing of information important to identifying and filling gaps in community services.

## **2. Referral, Case Management and Follow-up**

Case management and external referrals continue to be a priority for District XII HRC. The collaboration that occurs with case managers across the continuum of services is a valuable way to maintain linkages in the communities served. It is on this level of cooperation that people in need are truly served by the system. Case Managers ensure each person in need gets access to all the possible services appropriate to their situations; clients are linked to services through their case managers. The agency has five case managers throughout its internal continuum and continues to seek feedback on its effectiveness in making referrals. Case Managers follow-up with clients and other service providers to ensure contacts were made with success.

### **Assurance**

District XII HRC shall continue to ensure gaps in services to low-income people are filled in the coming years by continuing to assess community needs every two years and direct its resources accordingly. It will continue to maintain cooperative agreements with other service providers to the benefit of people in need and maintain and improve the case management and referral system.

### **Assurance #3**

Description of how CSBG funds will support innovative community-based initiatives related to the purposes of CSBG which are designed to strengthen families and improve parenting skills.

District XII HRC plays a crucial role in supporting community-based initiatives that impact families. From preschool to retirement, the agency provides important services that help families stay together and improve the conditions in which they live. With CSBG support, approximately 250 families in two communities (*Butte, Dillon*) per year are strengthened through CSBG support of the Head Start program. Because of its focus on the family and parent involvement, the entire family benefits from the service. Family participants engage in parenting classes and receive education on other pertinent family issues like nutrition and mental health.

Services to youth help stabilize troubled teens and ensure they continue their education and prepare them for employment. CSBG supports transitional housing for families who receive intensive case management and are connected to parenting classes routinely to help stabilize their families. It supports the provision of rental assistance and homeownership opportunities for families and assistance with monthly heating bills. Finally, CSBG supports the provision of supportive housing for very low-income seniors to complete the family circle. Other services that help stabilize, support and strengthen families include:

- Support group for parents of children with disabilities
- On-site healthcare for homeless families and individuals in partnership with the Community Health Center
- Homeownership program for Section 8 families

### **Assurance**

In the coming two years, District XII HRC shall continue to maintain existing programs that help strengthen families and improve parenting skills as well as seek out new community-based initiatives including:

- Preservation of affordable housing units
- Summer feeding program for children in Powell County
- Neighborhood revitalization programs in Butte and Anaconda that will allow families to live in family-friendly neighborhoods
- Senior Home Retrofit programs that will allow senior citizens to age in place by making certain modifications in their homes

#### **Assurance #4**

Provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals.

District XII HRC will continue to meet the needs of people who are materially poor and who are unable to meet their own nutritional needs. It will continue to operate the following programs that provide either free meals or affordable to the very poorest in the district:

- Continental Gardens Senior Housing. Seniors can have one meal per day prepared for them
- Emergency Food and Shelter Program/FEMA. Provides funding for both food pantries in the rural areas of the district as well as food assistance for individual families
- Feed the Homeless Program. Provides up to 150 lunches per week for homeless people in Butte, the most populous community in the district
- Head Start. Preschool-aged children get one nutritious meal per day during school months; parents receive information about nutrition
- Homeward Bound Transitional Housing Program. Homeless families get housing, food and intensive support services
- Summer Feeding Program. Children in Butte have access to free breakfasts and lunches in four locations during the summer months
- New Initiative-District XII will begin a summer feeding program for children in Powell County during the next year (refer to Goal 6 of the District XII HRC Work Plan).

In addition to offering direct services to people to help meet nutritional needs, HRC collaborates very closely with Food Banks and Pantries in the six-county region. The Executive Director sits as a voting Board Member on the Butte Emergency Food Bank and other staff work closely with food pantries in the rural counties to ensure Emergency Food and Shelter funds are used to help feed the materially poor in those areas.

#### **Assurance #8**

Will submit a Community Action Plan that includes a needs assessment, which may be coordinated with community needs assessments conducted for other programs.

The District XII Human Resources Council conducted a comprehensive assessment of needs in its six-county service area during the first quarter of 2007. The assessment included a thorough analysis of poverty and its consequences, indicators of how current programs are impacting people in poverty, resources put to work in the current war on poverty in Southwestern Montana, and a survey of needs with input from program participants, community leaders and human service providers. The survey process included both a mail survey and a series of focus groups in each of the six counties in the District. Information gathered during the process culminated in the "HRC Biennial Report 2007" that is attached to this document. The Biennial Report provided the basis for the agency's two-year strategic plan and the associated work plan presented here.

# HRC Biennial Report 2007

## HRC Biennial Report 2007

Excerpt

*"In a land of  
great wealth,  
families must  
not live in  
hopeless  
poverty".....*



*"In a land rich in harvest, children must  
not go hungry....."*

*Lyndon Baines Johnson*

—Poverty—  
in the Midst of Plenty



## Key Facts and Findings

- While the “War on Poverty” has been on-going for over 40 years, poverty persists on both a national and local level.
- Even though poverty decreased slightly in Southwestern Montana according to 2004 Census estimates, at 14.7% the regional rate remains higher than Montana and the nation.
- There are currently an estimated 9,984 people living below the poverty line in the HRC service area.
- One-fifth of children in the HRC service live below the poverty line
- Because poverty in America is measured in absolute terms with an established income that determines the poverty line, rates are lower than if a more relative method were used.
- Other industrialized countries use a relative measure of poverty that recognizes the psycho-social effects of income inequality; there is growing recognition among industrialized countries that social problems like drug use, crime, educational underachievement and alienation from common values are strongly associated with inequality.
- Wealth and income inequality is growing in America; 89 percent of the nation’s wealth is owned by the top quartile of households while the lowest quartile of households owns none of the wealth.
- Income inequality is growing in Southwestern Montana; households with incomes over \$100,000 grew by 269% between 1990 and 2000; in all six counties in the HRC service area, over 40 percent of households have incomes less than \$25,000 per year
- 41 percent of families in the HRC service are considered low income by HUD standards; 22 percent have incomes at 50 percent or less than area medians
- Poverty creates a lack of access to essential health care and safe, affordable housing.
- An estimated 10,549 people in the HRC service area have no form of insurance, including 2,181 children.
- Lack of access to health care services was prominently noted in a recent survey of clients, community leaders and human service providers.
- Poor people often have blocked access to safe, decent affordable housing.
- Nearly half of households in the HRC service have cost burdens associated with their housing (pay more than 30 percent of income for housing); this includes 31.36 percent of renters and 17.29 percent of homeowners.
- While homeownership rates are at an all-time high nationally, rates are significantly lower for lower-income households than they are for middle and upper income households. In Southwest Montana, 85 percent of middle and upper income households own their homes while only 59 percent of lower income households own their homes.
- Twelve percent of occupied housing units in the HRC Service area are mobile homes, half of which were built prior to enactment of the National Manufactured Home Safety Standards.
- The District XII Human Resources Council leverages \$27.40 for every dollar of core funding it receives and has 100 partners in its mission to end poverty.
- The number of people served by HRC in 2006 increased by 10 percent since 2004.
- Surveys and discussions among citizens in all counties in the HRC service area revealed that lack of access to services like health care and affordable housing, hopelessness that perpetuates poverty, poor living conditions and income inequality were the overriding poverty-related concerns in Southwestern Montana.

## Table of Contents

### **Section One – Poverty Report**

1.1 Defining Poverty	Page 1-1
1.2 Wealth and Income Inequality	Page 1-2
1.3 Poverty in Southwestern Montana	Page 1-4
1.4 Some Side Effects	Page 1-7
1.4.1 Lack of Access to Health Care	Page 1-7
1.4.2 Lack of Access to Affordable Housing	Page 1-7
1.4.3 The Cycle of Poverty	Page 1-11
1.5 Commentary	Page 1-13

### **Section Two – Agency Profile**

2.1 Background	Page 2-1
2.2 Mission	Page 2-2
2.3 Service Area	Page 2-2
2.4 2006 Grants and Contracts	Page 2-3
2.5 Regional Fiscal Impact	Page 2-5
2.6 Partnerships	Page 2-6

### **Section Three – Performance Report**

3.1 Client Profile	Page 3-1
3.1.1 Introduction	Page 3-1
3.1.2 Client Distribution	Page 3-1
3.1.3 Client Characteristics	Page 3-2
3.2 Impact of Services on Clients	Page 3-2
	Page 3-3

### **Section Four – Community Needs Assessment**

4.1 The Process	
4.2 District-wide Community Needs	Page 4-1
4.2.1 Dialogue on Poverty Results	Page 4-1
4.2.2 Survey of Community Leaders and Human Service Providers	Page 4-4
4.2.3 Survey of Clients	Page 4-7
4.3 Community Needs by County	Page 4-9
4.3.1 Beaverhead County Needs	Page 4-9
4.3.2 Deer Lodge County Needs	Page 4-10
4.3.3 Granite County Needs	Page 4-11
4.3.4 Madison County Needs	Page 4-12
4.3.5 Powell County Needs	Page 4-13
4.3.6 Silver Bow County Needs	Page 4-14

### **Appendices**


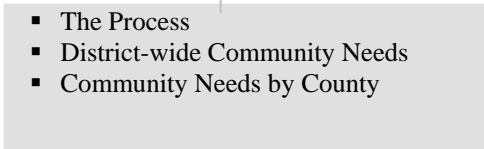
- A. Dialogue on Poverty Meeting Results (by county)
- B. Dialogue on Poverty Slides (by county)

*What follows is an excerpt from the 2007 Biennial Report. Only Section 4 is presented for federal reporting purposes.*

## Section Four Section Four

---

# Community Needs Assessment

- 
- 
- The Process
  - District-wide Community Needs
  - Community Needs by County

#### **4.1 The Process**

In preparation for the biennial agency report and the strategic planning process, HRC conducted a comprehensive needs assessment. The process for this biennial period included two levels of information gathering. First, as it does every two years, HRC conducted a mail survey to help assess the needs of people and communities in the six-county service area. In February, 2007, surveys were sent to community leaders and human service providers as well as people who had, during the period January 2006 through December 2006, received a service or services from HRC. Community leaders and human service providers throughout the District were asked to use their background and knowledge to rate the severity of both '*problems*' the area was facing and the '*needs*' of people. Clients District-wide were asked to indicate what they believed their own needs were.

Forty-nine percent of surveys sent to community leaders and service providers were returned (83 out of 168) and 29 percent of client surveys were returned (873 out of 2,975). The return rate for leaders and service providers was considerably higher than two years ago when the rate was 33 percent. The return rate for clients was slightly lower this time—(29% compared with 31.5%).

Second, in addition to relying on the biennial mail survey of both community leaders and clients, HRC conducted a series of discussions in each of the six counties in the service area to help inform the community needs analysis. These "dialogues on poverty" helped provide a more meaningful and contextual understanding of each county's poverty as well as their unique problems and possible solutions. Seventy-six participants across six counties in the dialogues were presented with county-specific socioeconomic information and information about the role of community action in their communities after which a discussion of problems and solutions ensued. Community leaders, human service providers and concerned citizens participated in the dialogues and provided valuable insights into the needs of poor people in each county.

The following information was derived from results of the needs assessment and is intended to support the effort of HRC to establish goals for the period 2008 through 2009. Information is presented on a District-wide basis followed by county-specific results.

#### **4.2 District-wide Community Needs**

##### **4.2.1 Dialogue on Poverty Results**

Discussions with community members throughout Southwest Montana during the months of March and April, 2007 were an important piece of the needs assessment process. While the mail survey provided quantitative data that helped document needs and was useful for reporting purposes, the dialogues provided poignant depictions of poverty conditions and

Community Service Block Grant Application 2008/2009

provided a solid set of solutions unique to each county. Discussions throughout the district reflected the distinction between absolute and relative poverty. Participants recognized that some citizens within their counties were materially poor. At the same time, they recognized that the daily and long-term contrast between those who have access to many choices in life and those who do not creates a poverty of opportunity that makes mobility seem unachievable. Some of the societal consequences of the contrast including high rates of substance abuse, domestic violence, mental illness and crime were discussed as part of the complex culture of poverty.

Through all the discussions about poverty in the six counties, four overriding issues emerged under which the varying problems and solutions can be categorized. The issues and the associated problems and solutions are described below. (For a complete report on each county dialogue on poverty, see Appendix A.)

*“In some cases people do not know how to access programs or are intimidated by the application process.”.....  
Madison County Dialogue on Poverty*

### **1. Lack of access to services.**

Lack of access took on many different facets in the course of the dialogues. The facets included lack of access to necessary goods and services, like health care and food that are related to being so materially poor as to lack resources to meet basic needs. For people living in rural counties, senior citizens in particular, access to services is inhibited by lack of transportation to larger communities where services are offered. Lack of transportation services was mentioned during every dialogue on poverty meeting as a problem for the poor in accessing needed services.

Lack of access was also discussed in the context of affordable housing. Many participants were concerned that there are not enough affordable housing units to meet the need. Therefore, some poor people in the district do not have access to affordable housing. It was noted that affordability of housing is being exacerbated by skyrocketing utility costs.

Access to services that are currently available to lower-income people is sometimes inhibited by the stigma associated with being poor. In Madison county, for example, workers from the Department of Public Health and Human Services believed there are people eligible for their services who are not accessing them because it is culturally unacceptable. The same depiction was expressed in Beaverhead County.

In many cases, participants believed the solution to the access problem was strong collaboration among social service agencies. The collaboration should result in compassionate, technical assistance that allows people to gain access without judgment.

## 2. Hopelessness and the continuum of poverty through generations

Participants in all dialogue on poverty meetings recognized the intergenerational aspect of poverty. In Butte-Silver Bow County for example, participants discussed the label poor children are often assigned in school that contributes to the low expectation they have of themselves. The poverty of expectation is a major factor in the perpetuation of poverty through generations. The degradation one is subject to on a daily basis due to the lack of status in society can lead to a life of substance abuse, domestic violence and crime. These side effects were mentioned in every dialogue on poverty meeting in the district.

*“There are both external and internal elements of poverty. Externally, society stigmatizes those in poverty and sets up barriers. We don’t expect poor people to do better. Internally, those in poverty may lack the ability to envision opportunities.”.....  
Butte-Silver Bow County Dialogue on Poverty*

There was recognition that the cycle of poverty is only broken when our children have high aspirations and the confidence to fulfill them. In many counties, participants suggested the youth in their counties needed help with basic life skills that will prepare them to be successful in work. For adults, participants looked to the need for substance abuse treatment, mental health and domestic violence services.

## 3. The poor conditions in which lower-income people often live

The physical conditions in which poor people live also occupied a significant portion of the dialogue meetings. Participants in many counties expressed their concern for the extent to which poor people are living in unsafe conditions. Of particular note was the number of people occupying

*“When I entered the trailer, I saw a large hole in the floor; I could see the dirt underneath”.....  
Beaverhead County Dialogue on Poverty*

substandard mobile homes, particularly in Granite and Beaverhead Counties. Poor people are often limited to substandard housing as is the case in Butte-Silver Bow where it was noted during the dialogue on poverty that the county’s poor are being isolated in blighted areas of the old town site.

Where hopelessness has been internalized and material poverty is so severe, homelessness can result. In Beaverhead County, social service providers were concerned about the number of homeless there. Providing alternative housing options within counties is the solution to improving conditions for poor people. Options ranged from emergency housing to transitional housing to permanent affordable housing.

#### **4. The income and wealth gap between people in poverty and others needs to be narrowed**

In order to mitigate income and wealth inequality, the incomes of poor people must be raised. From seniors who are living on fixed incomes to working people who make no more than

minimum wage, many people in Southwestern Montana are materially poor due to low incomes. Low incomes lead to poor access to necessary goods and services, like health care, safe and decent housing, food and things that allow them to be accepted in society. Higher incomes not only open access to goods and services and thereby, alleviate material poverty, but help ease the contrast between the poor and others by allowing people to partake of more opportunities available in society.

*"There is a lack of jobs that pay good wages—wages that allow for self-sufficiency."  
Silver Bow County Dialogue on Poverty*

##### **4.2.2 Survey of Community Leaders and Human Service Providers**

Community leaders and human service providers throughout District XII were presented with a series of nineteen potential "community problems" and were asked to give each a rating of either 'severe', 'moderate', 'mild', or 'not a problem'. The total number of respondents for each rating category provided an indication of how severe each problem was perceived to be in the District. (Refer to Table 4-1 for actual response results.)

Of the nineteen problems presented, fifteen were perceived by respondents to be either moderate or severe. This is measured by a combined response rating of severe or moderate by 50 percent or more of respondents. Only four problems were rated as 'slight' or 'not a problem at all' by more than 50 percent of respondents. These included:

- Homelessness
- Lack of safe, maintained housing
- Lack of services for seniors
- Low educational attainment

Community problems that emerged from the district-wide survey as the most severe in 2007 were, except for order, identical to those that emerged in 2005. Community leaders and human service providers continued to be most concerned with the impact of lack of access to affordable health insurance and health care, alcoholism/chemical dependency, high utility costs and lack of job opportunities. The top two problems in 2005 were reversed in order in 2007 with "Lack of affordable health insurance" topping the list instead of "Alcoholism, chemical dependency". (The top five problems are those receiving the most ratings of 'severe' by respondents and are represented in Table 4-2 below.)

**TABLE 4-1  
COMMUNITY LEADER/SERVICE PROVIDER SURVEY RESULTS  
“COMMUNITY PROBLEMS”**

COMMUNITY PROBLEM	SEVERE	MODERATE	SLIGHT	NO NEED	NOT RATED
Alcoholism/Chemical Dependency	56	23	1	0	3
Apathy, Lack of Interest in Community	9	43	27	1	3
Crime	5	52	22	2	2
Family or Domestic Violence	19	53	8	0	3
High Utility Costs	42	32	7	0	2
Homelessness	6	28	41	5	3
Hunger, Lack of Adequate Food	6	41	33	1	2
Inability to Afford Health Care	55	23	5	0	0
Juvenile Delinquency	13	38	29	0	3
Lack of Affordable Child Care	9	40	29	1	4
Lack of Affordable Health Insurance	57	20	4	0	2
Lack of Affordable Housing	23	35	21	2	2
Lack of Job Opportunities	42	32	8	0	1
Lack of Reliable, Practical Transportation	17	31	28	5	2
Resources for Mental Health System	20	37	21	4	1
Lack of Safe, Maintained Housing	8	32	34	5	4
Lack of Services for Senior Citizens	1	29	43	8	2
Low Educational Attainment	6	27	39	6	5
Poverty	28	34	17	0	4



TABLE 4-2 TOP FIVE COMMUNITY PROBLEMS DISTRICT-WIDE			
2007 RESULT	% OF RESPONDENTS	2005 RESULT	% OF RESPONDENTS
1. Lack of Affordable Health Insurance	69%	1. Alcoholism, Chemical Dependency	78%
2. Alcoholism, Chemical Dependency	67%	2. Lack of Affordable Health Insurance	68%
3. Inability to Afford Health Care	66%	3. Inability to Afford Health Care	67%
4. High Utility Costs	51%	4. High Utility Costs	64%
5. Lack of Job Opportunities	51%	5. Lack of Job Opportunities	57%
Source: HRC Community Leader Survey; January, 2005; February, 2007			

In addition to responding to what they believed to be the community's 'Problems', leaders and service providers were once again asked to rate a series of twenty-three 'Community Needs' for which a top-five list was also derived. In some cases, where respondents indicated a problem was severe,

they also gave high rankings to needs that would provide remedies to the problems. For example, where ‘lack of affordable health insurance’ was listed as a severe problem, ‘affordable health insurance’ was identified as a critical need. Community leaders and service providers indicated the need is most critical for ‘affordable medical insurance’ and ‘health care’ as well as ‘more funding for the mental health system’, ‘rehabilitation of substandard housing’ and ‘assistance with heating bills’. (Refer to Tables 4-3 and 4-4 for actual survey results and the top five needs.)

<b>TABLE 4-3 COMMUNITY LEADER/SERVICE PROVIDER SURVEY RESULTS (2007) COMMUNITY NEEDS</b>					
COMMUNITY NEED	CRITICAL	MODERATE	SLIGHT	NO NEED	NOT RATED
More Affordable Housing Units	29	35	1	3	5
More Housing Subsidies	18	35	16	4	10
Rehabilitation of Substandard Housing	36	28	11	3	5
Expanded Hours for Public Transportation	23	24	16	9	11
Expanded Routes for Public Transportation	25	22	15	10	11
Door to Door Transportation Services	20	25	20	8	10
Affordable Health Care	55	18	7	0	3
Affordable Health Insurance	61	14	2	0	6
Medical Detoxification Services	32	32	12	0	7
Chemical Dependency Treatment	30	36	11	0	6
More Public Assistance for Heating Bills	33	36	10	0	4
More Public Assistance for Weatherization	25	40	14	0	4
More Public Assistance for Child Care	14	42	20	0	7
More Community Involvement by Citizens	27	38	12	1	5
More Resources to Feed the Hungry	14	41	21	4	3
Affordable Supportive Housing for Seniors	12	36	26	2	7
More Funding for the Mental Health System	38	29	13	0	3
More Police Officers	26	31	20	3	3
More Homeless Services	13	20	34	7	9
Programs to Address Juvenile Delinquency	25	31	20	1	6
More Resources to Combat Domestic Violence	28	32	17	0	6
More Resources for Education	27	25	24	0	7
Prescription Drug Assistance	32	30	16	0	5

**TABLE 4-4  
TOP FIVE COMMUNITY NEEDS - DISTRICT-WIDE**

2007 RESULT	% OF RESPONDENTS	2005 RESULT	% OF RESPONDENTS
1. Affordable Health Insurance	73%	1. Affordable Medical Insurance	67%
2. Affordable Health Care	66%	2. Affordable Health Care	59%
3. More Funding for Mental Health System	46%	3. Chemical Dependency Treatment	54%
4. Rehabilitation of Substandard Housing	43%	4. Medical Detoxification Services	49%
5. Assistance with Heating Bills	40%	5. Prescription Drug Assistance	45%
Source: HRC Community Leader Survey; January, 2005; February, 2007			

#### 4.2.3 Survey of Clients

Clients in the six- county region were presented with a series of 36 possible 'Needs' and were asked to rate their personal necessity for each. All client households that received a service(s) during the period January 1, 2006 through December 31, 2006 were sent a survey. Clients were asked to assign a rating from one to five (*1=highest need*) to each of the 36 possible 'Needs' listed on the survey form. (Refer to Table 4-5 for survey results.) Five needs that received the highest aggregate number of "1" ratings created the list of top five needs among clients district-wide.

Tabulations show that "Help with Monthly Utility Bills" overwhelmingly received the greatest number of high rankings, and therefore, remains the number one client 'need' in the District for 2007. Clients continue to consider 'Affordable Dental Care' an area of high need as well as 'Help with Paying for Prescription Eye Glasses', 'Affordable Medical Care' and 'Affordable Health Insurance'. (Refer to Tables 4-5 and 4-6.)

**TABLE 4-5  
RESULTS OF DISTRICT-WIDE CLIENT NEEDS SURVEY - 2007**

CLIENT NEEDS	1	2	3	4	5	NO NEED	DON'T KNOW
Help with food from a Food Bank	87	54	97	52	84	403	19
Meals Prepared and Served to Me	23	14	30	11	88	608	19
Help with monthly utility bills	500	93	69	19	28	117	9
Help with making my home energy efficient	285	78	92	34	59	240	23
Home Repair Assistance	200	57	79	43	71	327	23
Monthly Rental Assistance	157	38	48	32	77	429	12
Down Payment Assistance for Purchasing a Home	112	26	31	9	68	509	37
Education on Buying a Home	79	35	29	15	73	530	30
Emergency shelter	27	9	26	10	70	610	39
Employment Full-time	84	25	40	14	67	533	23

Job Training for Adult(s) in my Household	48	23	31	15	79	574	22
Job Training for Youth in my Household	23	13	21	5	73	642	15
Job Training for Disabled person(s) in my Household	42	11	15	5	68	633	23
Financial Assistance for Education	106	41	29	10	56	524	27
Literacy Training	17	13	8	8	5	679	11
Help with getting GED or Completing High School	44	7	10	4	53	670	9
Assistance with Starting my Own Business	66	25	36	6	63	574	22
Affordable Pre-school	32	16	15	3	54	659	13
Affordable Counseling for Family Troubles	44	26	31	18	51	605	16
Affordable Emergency Counseling Services	30	23	31	9	62	607	25
Affordable Day Care	49	18	18	4	50	640	10
Affordable Adult Care	24	12	10	7	49	672	18
Parenting Education/Support Groups	21	9	15	12	58	667	11
Domestic Violence Services	19	7	11	8	55	682	10
Treatment for Alcoholism or Drug Addiction	29	13	16	4	53	663	10
Budget/Credit Counseling	61	35	41	26	67	541	21
Affordable Legal Services	103	48	62	29	62	455	27
Affordable Health Insurance	295	52	49	12	43	324	21
Help with Paying for Prescription Drugs	281	47	54	22	59	329	16
Home Health Care/In-home Nursing Care	64	12	15	10	49	616	17
Affordable Dental Care	378	60	58	15	249	17	69
Affordable Medical Care	329	56	49	8	32	291	21
Financial Assistance with General Medical Expenses	275	67	54	16	37	321	21
Help with Paying for Prescription Eye Glasses	334	70	47	10	37	283	23
Transportation to Work or Appointments	92	29	27	21	54	560	13
Treatment for Mental Disability	60	15	16	10	52	630	15

**TABLE 4-6**  
**TOP FIVE CLIENT NEEDS - DISTRICT-WIDE**

2007 RESULT	% OF RESPONDENTS	2005 RESULT	% OF RESPONDENTS
1. Help with Monthly Utility Bills	57%	1. Affordable Medical Insurance	51%
2. Affordable Dental Care	43%	2. Affordable Health Care	48%
3. Help with Paying for Prescription Eye Glasses	38%	3. Chemical Dependency Treatment	45%
4. Affordable Medical Care	38%	4. Medical Detoxification Services	43%
5. Affordable Health Insurance	34%	5. Prescription Drug Assistance	42%

*Source: HRC Community Leader Survey; January, 2005; February, 2007*

### 4.3 Community Needs by County

In addition to compiling survey results on a District-wide basis, results of the 2007 survey and dialogues on poverty were compiled for each county. The following set of tables show the top five needs that emerged from the survey as well as some highlights from each dialogue on poverty meeting. Tables representing survey results show the top-five needs expressed by both clients and community leaders in each of the District's six counties. In some cases, specified needs received the same number of ratings and, therefore, there are ties for placement in the top-five list.

#### 4.3.1 Beaverhead County Needs

TABLE 4-7 BEAVERHEAD COUNTY—TOP FIVE NEEDS			
CLIENT SURVEY - 2007	%	CLIENT SURVEY - 2005	%
1. Help with Monthly Utility Bills	62%	1. Affordable Dental Care	56%
2. Affordable Dental Care	50%	1. Affordable Medical Care	56%
3. Help with Paying for Prescription Eye Glasses	46%	2. Help with Monthly Utility Bills	50%
4. Affordable Medical Care	40%	3. Affordable Health Insurance	44%
5. Help Making Home Energy Efficient	33%	3. Help with Paying for Prescription Eye Glasses	44%
COMMUNITY LEADER/SERVICE PROVIDER SURVEY - 2007	%	COMMUNITY LEADER SURVEY/SERVICE PROVIDER SURVEY - 2005	%
1. Affordable Health Insurance	100%	1. Affordable Medical Insurance	100%
2. Affordable Health Care	60%	2. Medical Detoxification Services 2. Assistance for Heat Bills 2. More Funding for Mental Health System	67% 67% 67%
3. Prescription Drug Assistance 3. More Funding for Mental Health System	50% 50%		
4. Medical Detoxification Services 4. Chemical Dependency Counseling 4. Assistance for Heating Bills	40% 40% 40%		
Response rate Community Leader/Service Provider Survey-50%;Client Survey-34%			

TABLE 4-8 BEAVERHEAD COUNTY DIALOGUE ON POVERTY HIGHLIGHTS	
▪	Need for transitional housing
▪	Need for a comprehensive housing study
▪	Need for collaboration between service providers and outreach to low-income people
▪	Need for transportation services for low income people and seniors
▪	Need for summer lunch program for children

### 4.3.2 Deer Lodge County Needs

TABLE 4-9 DEER LODGE COUNTY—TOP FIVE NEEDS			
CLIENT SURVEY - 2007	%	CLIENT SURVEY - 2005	%
1. Help with Monthly Utility Bills	64%	1. Help with Monthly Utility Bills	63%
2. Affordable Dental Care	5%	2. Help with Paying for Prescription Eye Glasses	51%
3. Help with Paying for Prescription Eye Glasses	48%	3. Affordable Medical Care 3. Assistance with Medical Expenses	48% 48%
4. Help Making Home Energy Efficient	44%	4. Affordable Dental Care 4. Help with Paying for Prescription Drugs	46% 46%
5. Home Repair Assistance	36%	5. Affordable Health Insurance	41%
COMMUNITY LEADER/SERVICE PROVIDER SURVEY - 2007	%	COMMUNITY LEADER SURVEY/SERVICE PROVIDER SURVEY - 2005	%
1. Affordable Health Care 1. More Funding for Mental Health System	77% 77%	1. Chemical Dependency Treatment Services	80%
2. Affordable Health Insurance	70%	2. Medical Detoxification Services 2. More Community Involvement 2. Affordable Health Insurance 2. Affordable Health Care 2. More Funding for Mental Health System	60% 60% 60% 60% 60%
3. Rehabilitation of Substandard Housing 3. Expanded Public Transportation Routes 3. More Door to Door Transportation 3. Assistance for Heating Bills 3. More Police Officers	54% 54% 54% 54%		
Response rate Community Leader/Service Provider Survey-48%;Client Survey-29%			

TABLE 4-10 DEER LODGE COUNTY DIALOGUE ON POVERTY HIGHLIGHTS	
▪	Need for transportation services for low income people and seniors
▪	Need for soft skills training for youth in preparation for employment success
▪	Need for develop after school and other programs like Big Brothers & Sisters, for children and youth
▪	Need for chemical dependency treatment services
▪	Need for central clearing house for information on services

### 4.3.3 Granite County Needs

TABLE 4-11 GRANITE COUNTY—TOP FIVE NEEDS			
CLIENT SURVEY - 2007	%	CLIENT SURVEY - 2005	%
1. Help with Monthly Utility Bills	64%	1. Help with Monthly Utility Bills	60%
2. Affordable Dental Care	45%	2. Home Repair Assistance 2. Help with Paying for Prescription Eye Glasses	44% 44%
3. Help with Paying for Prescription Eye Glasses	44%	3. Help with Making Home Energy Efficient 3. Affordable Health Insurance 3. Affordable Dental Care 3. Affordable Medical Care	40% 40% 40% 40%
4 Help Making Home Energy Efficient	44%	4. Assistance with Medical Expenses	36%
5. Home Repair Assistance	36%	5. Monthly Rental Assistance	28%
COMMUNITY LEADER/SERVICE PROVIDER SURVEY – 2007	%	COMMUNITY LEADER SURVEY/SERVICE PROVIDER SURVEY - 2005	%
		1. Affordable Health Insurance	75%
		2. More Resources for Education 2. Prescription Drug Assistance 2. Affordable Health Care	50% 50% 50%
Response rate Community Leader/Service Provider Survey-68%;Client Survey-31%			

TABLE 4-12 GRANITE COUNTY DIALOGUE ON POVERTY HIGHLIGHTS	
▪	Need for transportation services for low income people and seniors
▪	Need to replace substandard mobile homes
▪	Need for soft skills training for youth in preparation for employment success/Need to train employers too
▪	Need for raise awareness about poverty in the county

#### 4.3.4 Madison County Needs

TABLE 4-13 MADISON COUNTY—TOP FIVE NEEDS			
CLIENT SURVEY - 2007	%	CLIENT SURVEY - 2005	%
1. Help with Monthly Utility Bills	62%	1. Affordable Medical Care 1. Assistance with General Medical Expenses	100% 100%
2. Affordable Dental Care	41%	2. Help with Monthly Utility Bills 2. Affordable Health Insurance 2. Prescription Drug Assistance 2. Help with Prescription Eye Glasses	50% 50% 50% 50%
3. Help with Paying for Prescription Eye Glasses 3. Help Making Home Energy Efficient	36% 36%		
4. Affordable Health Insurance 4. Affordable Medial Care	30% 30%		
5. Prescription Drug Assistance	28%		
COMMUNITY LEADER/SERVICE PROVIDER SURVEY – 2007	%	COMMUNITY LEADER SURVEY/SERVICE PROVIDER SURVEY - 2005	%
		1. Affordable Health Care 1. Affordable Health Insurance	100% 100%
		2. Assistance for Heating Bills 2. Assistance for Child Care	75% 75%
TABLE 4-14 MADISON COUNTY DIALOGUE ON POVERTY HIGHLIGHTS			
Response rate Community Leader/Service Provider Survey-54%;Client Survey-48%			
<ul style="list-style-type: none"> <li>Need for a continuum of care group who collaborate on getting services to the poor</li> </ul>			
<ul style="list-style-type: none"> <li>Need to draw upon DPHHS and other agencies in Butte and Bozeman to help reach people in the county</li> </ul>			
<ul style="list-style-type: none"> <li>Need to develop an affordable housing task force to help implement newly completed housing plan</li> </ul>			
<ul style="list-style-type: none"> <li>Need for a food buying coop or other system for helping low income people purchase food at more affordable prices (no supermarket in the county)</li> </ul>			



#### 4.3.5 Powell County Needs

TABLE 4-15 POWELL COUNTY—TOP FIVE NEEDS			
CLIENT SURVEY - 2007	%	CLIENT SURVEY - 2005	%
1. Help with Monthly Utility Bills	48%	1. Prescription Drug Assistance	64%
2. Affordable Dental Care	32%	2. Help with Monthly Utilities 2. Affordable Dental Care	55% 55%
3. Affordable Health Insurance 3. Help Making Home Energy Efficient	28% 28%		
4. Prescription Drug Assistance 4. Affordable Medical Care 4. Assistance with Medical Expenses	27% 27% 27%		
5. Help Making Home Energy Efficient	20%		
COMMUNITY LEADER/SERVICE PROVIDER SURVEY - 2007	%	COMMUNITY LEADER SURVEY/SERVICE PROVIDER SURVEY - 2005	%
		1. Chemical Dependency Treatment	75%
		2. Affordable Health Care 2. Affordable Health Insurance 2. Medical Detoxification Services 2. Prescription Drug Assistance	50% 50% 50% 50%
TABLE 4-16 POWELL COUNTY DIALOGUE ON POVERTY HIGHLIGHTS <i>Response rate Community Leader/Service Provider Survey-44%; Client Survey-31%</i>			
<ul style="list-style-type: none"> <li>▪ Need for a home repair program for seniors</li> <li>▪ Need for a mentoring program for youth like Big Brothers and Sisters</li> <li>▪ Need to target at-risk youth for the Jobs for Montana's Graduates Program</li> <li>▪ Need an outreach program that helps low income people understand what services are available and provides technical assistance in completing paperwork</li> <li>▪ Need a summer feeding program for children</li> <li>▪ Need for more senior housing options</li> </ul>			

#### 4.3.6 Silver Bow County Needs

TABLE 4-17 BEAVERHEAD COUNTY—TOP FIVE NEEDS			
CLIENT SURVEY - 2007	%	CLIENT SURVEY - 2005	%
1. Help with Monthly Utility Bills	55%	1. Help with Monthly Utility Bills	51%
2. Affordable Dental Care	43%	2. Affordable Dental Care	50%
3. Affordable Medical Care	38%	3. Help with Paying for Prescription Eye Glasses	49%
4. Help with Paying for Prescription Eye Glasses	37%	4. Affordable Medical Care	44%
5. Affordable Health Insurance	34%	4. Affordable Health Insurance	44%
6. Prescription Drug Assistance	33%	5. Help Make Home Energy Efficient	37%
7. Help Making Home Energy Efficient	31%		
COMMUNITY LEADER/SERVICE PROVIDER SURVEY - 2007	%	COMMUNITY LEADER SURVEY/SERVICE PROVIDER SURVEY - 2005	%
1. Affordable Health Insurance	70%	1. Affordable Health Insurance	65%
2. Affordable Health Care	65%	2. Affordable Health Care	58%
3. Prescription Drug Assistance	49%	2. Chemical Dependency Treatment	58%
4. Medical Detoxification Services	46%	3. Medical Detoxification Services	55%
4. Rehabilitation of Substandard Housing	46%	4. Prescription Drug Assistance	49%
5. More Community Involvement	43%		
Response rate Community Leader/Service Provider Survey-49%;Client Survey-27%			

TABLE 4-18  
POWELL COUNTY DIALOGUE ON POVERTY HIGHLIGHTS

▪ Need for neighborhood revitalization and housing rehabilitation in the urban core
▪ Need for more public transportation options
▪ Need for neighborhood centers that provide safe places for youth and others
▪ Need for more collaboration among social service agencies

## Human Resource Development Council, District XII

### Butte, MT

Name	Title	Sector Represented
Mark Beattie	Board Secretary	Low Income
700 Casey St		
Butte, MT 59701		
406-496-4943		
Betty (June) Bowls	Board Member	Government/Granite County
PO Box 448	Budget/Finance Committee	
Drummond, MT 59832		
406-288-3656		
Jim Davison	Board Member	Public/Deer Lodge County
118 E. 7th	Budget/Finance Committee	
Anaconda, MT 59711		
406-563-5538		
Jacque Dinsmore	Board Member	Public/Silver Bow County
PO Box 3437		
Butte, MT 59701		
406-496-3232		
Dottie Donovan	Board Member	Government/Beaverhead County
302 S Nelson	Executive Committee	
Dillon, MT 59725		
406-683-3737		
Jim Fay	Board Member	Government/Silver Bow County
307 E Park, Room 305	Budget/Finance Committee	
Anaconda, MT 59711		
406-563-7151		
Ron Garbarino	Board Member	Low Income
2829 Amhert	Budget/Finance Committee	
Butte, MT 59701	Executive Committee	
406-494-7024		
Patty Guiberson	Board Member	Government/Deer Lodge County
307 E Park, Room 305		
Anaconda, MT 59711		
406-563-7264/406-560- 2305		
Bob Henry	Board Member	Public

6 Redwood Drive	Budget/Finance Committee	
Butte, MT 59701		
406-494-1359		
Reverand Nan Joyce	Board Member	Low Income
1304 Sunrise Lane		
Butte, MT 59701		
406-494-4543		
Mike Kahoe	Board Chairman	Public/Granit County
PO Box 925	Executive Committee	
Philipsburg, MT 59858		
406-859-3771		
Heatherlynn Meeks	Board Member	Low Income
607 N Excelsior		
Butte, MT 59701		
406-565-5672		
Sandy Seccomb	Board Vice Chairman	Public
	Budget/Finance Committee	
3501 Gladstone	Executive Committee	
Butte, MT 59701		
406-494-4188		
Liz Smith	Board Member	Government/Powell County
311 Freezeout		
Deer Lodge, MT 59722		
406-846-1972		
Revonda Stordahl	Board Treasurer	Low Income
	Budget/Finance Chairman	
220 Curtis Street	Executive Committee	
Butte, MT 59701		
406-782-6461		
Deb Young	Board Member	Public
	Budget/Finance Committee	
40 E Broadway		
Butte, MT 59701		
406-497-2339		
Dave Schulz	Board Member	Government/Madison County
Madison County Courthouse		
Virginia City, MT 59755		
406-843-4277		